



Managing leisure and recreation facilities for the City of Edinburgh Council

**Job Outline:**                    **Band 2 (New Grade 12)**

**Job Title:**                    **Bookings Assistant**

**Band Competencies**

The behaviours needed to perform your job effectively. Competencies describe how you do your job.

**Communication**

The postholder communicates positively and effectively with internal customers, external customers and colleagues. They communicate in a courteous, concise and relevant manner in all communication.

**Team Work**

The postholder participates fully as a member of the team and provides support to other team members. They contribute constructively in team meetings and promote positive team work among colleagues.

**Personal Effectiveness**

The postholder completes all tasks effectively and efficiently. They work with minimum supervision following set procedures. They complete necessary records and can make decisions in a variety of situations.

**Customer Focus**

The postholder meets and exceeds the needs and expectations of the customer. They have an understanding of and a commitment to equal opportunities.

**Health & Safety**

The postholder demonstrates an understanding of basic health and safety legislation and maintains a clean, safe and secure environment at all times.

**Flexibility / Adaptability**

The postholder demonstrates a flexible approach to operational duties and reasonable requests. They display a constructive and open attitude towards new ideas and developments.

**Product Awareness**

The postholder demonstrates and maintains knowledge of the programmes offered by Edinburgh Leisure. They have an understanding of site/service specific developments.

**Decision Making**

The postholder makes effective decisions based on all the information available.

**Job Specific Skills**

The skills needed to perform the tasks that are specific to your job. Job Specific Skills describe what you do in your job.

- Responsible for the operation of the advance booking system
- Provision of information to existing and prospective customers
- Control and administer all payment methods used in the booking procedure
- Handle all initial complaints and inform line manager as appropriate
- Operation of the refund system
- Operation of the telephone system and related services
- Operation of all relevant reception related services
- Operation of user systems of the centre
- Upkeep of office to required standard
- Preparation of all money for banking purposes and processing as per the requirements of the Finance Department
- Participate in programming and other meetings as required
- Preparation of reports, correspondence and other data as required
- Operation of data collection equipment and specific office equipment as required
- Administration of sessions and courses as directed by Programme Development Manager
- Any other duties appropriate to role as delegated by line management

**Qualifications and Training**

The qualifications and training you will be expected to complete in your employment with Edinburgh Leisure.

Health and Safety training  
Customer Focus

**Post Specific Qualifications and Training**

The qualifications necessary to undertake the duties of this post.

Experience of working within a sports and leisure environment  
Experience of working with databases and spreadsheets

Appointment is on condition of a satisfactory enhanced Disclosure Scotland Certificate which will be applied for prior to commencing employment with Edinburgh Leisure.