



Job Outline: General Assistant

Grade 13

1. The Company

Edinburgh Leisure is Edinburgh's biggest provider of Leisure Services, welcoming over 4 million customer visitors a year to our 30 venues across the City. We have a total income of around £25m and as a Not for Profit company, we proudly spend every penny of that on providing and developing our great range of services to make Edinburgh a healthier place.

2. Our Culture

We want enthusiastic and energetic people who will create a great experience for our customers and share the following values:

Edinburgh Leisure **makes a positive difference** by:

welcoming all,
each one of us **caring** about what we do,
being **passionate** about how we do it,
and feeling **proud** of what we achieve

3. The Job

As a General Assistant, you are responsible for delivering a great service to our customers. Great service - it's all about the customer and providing them with a clean, safe, welcoming venue that is ready to use. This is a really hands-on role and it goes without saying you're a natural people person with a passion for customer service and attention to detail.

4. The Team – your team will include some of the posts detailed below (tailored to suit the venue)

- Leisure Manager
- Duty Manager
- Supervisor
- Gym Instructor
- Receptionist
- Leisure Attendants

5. Your Ability – Key Skills and Qualifications

- Numeracy – able to count (e.g. put out correct number of chairs).
- Literacy – able to read, interpret and understand written documents (e.g. follow task sheets).
- Computing - none required.
- Communication – converse with customers
- Ability to multitask while under pressure and balance conflicting demands e.g. deal with a customer query while completing an equipment set-up
- Ability to learn how to use technical systems (e.g. 2-way radios, emergency alarms, PA systems, photocopier, phones/switchboards)

6. What the job involves

Full training and induction will be given, and there will be regular ongoing training to support you in the role. Once trained, we will expect you to deliver the following:

Meet and greet

- Acknowledge every person who comes into your venue with a smile and welcome
- Interact with your customers in a positive and helpful manner
- Show customers around your venue

Service Delivery

- Follow task sheets for each shift to ensure effective contribution to the presentation of the venue and grounds, which will include:
 - Ensuring that the venue and grounds are clean at all times
 - Ensuring that equipment is set up correctly, in full working order and according to customer needs (room set-up)
 - Ensuring that the venue is operating correctly, i.e. lights working, showers working, equipment working etc.
 - Ensuring that consumable items are stocked, i.e. toilet paper, paper towels etc.
 - Responding to requests for help from colleagues and customers
- Support the whole team in the delivery of events within the venue
- At all times be proactive to resolve any issues, making sure areas are clean and set up correctly

Health & Safety

- Take an active role in the safety of yourself, your team, the facility and customers. Don't interfere with any equipment designed to preserve life. Take action to fix or report any potential hazard.
- Employees are expected to co-operate with Edinburgh Leisure to enable it to carry out its health and safety duties and responsibilities
- Understand and fulfil your role (following training) in:
 - Edinburgh Leisure's Health and Safety policy
 - Edinburgh Leisure's Child Protection policy
 - Your venue's Emergency Action Plan (EAP)

- Your venue's Normal Operating Plan (NOP)
- Ensure that the venue and grounds are clean, tidy and presentable
- Supervise customer use of safety critical areas, such as entrance to the venue

Provision of Information

- Keep up to date with your venue and Edinburgh Leisure products, activities and campaigns
- Respond to customer enquiries – in person
- Respond to customer complaints or suggestions and if you are not able to resolve them refer them to the correct person
- Update and share information with colleagues and customers
- Operate equipment such as, 2-way radios and customer PA system

Other

- Follow Edinburgh Leisure's procedures (e.g. lost property, personal presentation)
- Contribute to ways to improve customer service
- Do stock checks and log deliveries to your venue
- Continue to develop yourself by attending regular training and completing an annual personal development plan

Development Opportunities

- Update venue information on the website
- Take a lead in the design of Customer Service Week or other venue initiatives
- Be a welcome host and/or shadow partner for your venue
- Provide mentoring and support for your colleagues
- Take responsibility for the layout and presentation of your venue
- Cover for other roles in the absence of your colleagues to develop your own skills (e.g.coaching, gym, act up, reception)
- Support your manager with outreach work in the community
- Staff Representative
- Reception duties (see Reception Job Outline for more detail)
- Operate Building Management Systems appropriate to venue (e.g. pool plant systems)

7. Behaviours

The booklet 'Working with Us' outlines the behaviours that we are all expected to demonstrate. The key behaviours that you need to do well in this role are:

Communication:

- Actively listens carefully and asks questions to check understanding
- Speaks to customers and colleagues in a friendly, welcoming, positive, caring and helpful manner
- Completes forms neatly, accurately and promptly

Teamwork:

- Makes an effort to get on with others
- Knows what their team aims to achieve, their role and the part they play
- Takes an active and positive part in the activities of the team
- Contributes ideas for improvements & developments to the working of the team
- Positively represents Edinburgh Leisure when problems arise
- Supports people in difficult situations and if things go wrong

Problem Solving & Decision Making:

- Follows procedures and uses some flexibility to interpret them to deliver great customer service
- Understands and considers the effect of their decisions
- Asks others for advice and guidance when it is appropriate to do so
- Identifies problems at an early stage
- Suggests solutions to resolve problems

Creativity & Innovation

- Contributes ideas and suggestions for improving and developing customer services
- Is open to do things a new way

8. Demands

Physical Demands:

This role requires a good level of general fitness and will involve standing, walking, lifting and carrying. You are expected to work as part of the venue team and this role involves cleaning and equipment set-up, some of which can be heavy.

Mental Demands:

This role requires alertness as you are expected to meet and greet all customers to the venue with enthusiasm. You need to be able to respond quickly and effectively in all your duties, being aware of time and the need to complete tasks on schedule.

Emotional Demands:

This role involves working with the public, often as the first point of contact. The vast majority of our customers are happy to be there and a delight to serve. There are some people who will be more challenging and you need to be able to deal with more challenging behaviour in a calm and professional manner.

Environmental Demands:

This post works with a number of different roles to help deliver a great experience for our customers. The environment can be busy and noisy, especially when there are large groups. In some venues, you may need to work by yourself (referred to as lone working). Use cleaning chemicals and equipment.

9. Disclosure

This post has been assessed to require a **Basic** Disclosure.