

Job Description

Management Grouping:	Place
Team:	Sports & Leisure
Post Title:	Watersports Outdoor Recreation Assistant
Reporting to:	Danson Lake Manager/Senior Instructor
Responsible for:	Minimum one volunteer - maximum 15 volunteers

Main purpose of the job:

Being the first point of contact for customers, dealing with bookings and queries from the public and encouraging sales, issuing tickets, collecting income and banking income at the end of shift.

Responsible for floats and stock on site during the duration of the shift. Ensuring that the site and equipment are clean and in a good state of repair for water-sport users, co-ordinating users and facilities on site.

Responsible for site setup, equipment hires and where trained, for water safety. Have a working knowledge of site health and safety procedures. Complete administrative duties.

Provide first aid as and when required.

Major Duties and Responsibilities:

To be the first point of contact for customer enquiries, to have good customer care and knowledge of the products and services sold at the Water Sports Centre when working in direct contact with the public.

To be responsible for and familiar with all site keys and where they are kept, ensuring site and asset security is maintained at all times.

Always wear the agreed uniform and keep it in good condition. A smart appearance is essential.

Deal with all enquiries from members of the general public, either by phone, email or face-to-face in a timely manner, having a good and in-depth knowledge of the products and services sold at the Water Sports Centre, encouraging sales and ensuring good customer care at all times.

Where appropriate, enforce the Council Byelaws, politely but firmly. Infringements and incidents must be recorded and reported to your line manager as soon as possible.

Undertake site cleaning of the changing rooms, office and all operational areas. Ensure site safety and cleanliness of stores, keeping them in a hazard free condition, including any litter picking of the site. Report any damage and defects, incidents of vandalism, fly tipping and anything of natural/environmental interest or concern to an authorised officer and line manager.

Ensure all building maintenance issues are reported and logged and book in and assist any site contractors.

Have a working knowledge of and follow all Centre procedures, risk assessments, COSHH forms, fire risk assessments, Normal and Emergency Operating Procedures, including Health and Safety regulations. Take part in any fire or emergency drills and procedures.

If trained in First Aid, undertake any First Aid requirements. Ensure that a First Aid box is available and that the contents are as directed.

Be prepared to undertake further training courses i.e. First Aid, Manual Handling and Powerboat Rescue.

Ensure that all equipment is maintained in a safe, clean and usable condition at all times. Carry out any safety checks, repairs or servicing work needed, keeping a clear record of any defects and report these to your line manager. Take appropriate action to ensure the team are aware of any defects with equipment. Prepare all equipment ready for use as required, setting up and breaking down sessions.

Be responsible for site payments from customers and members of the public. Issue tickets and receipts and reconcile all income at the end of the shift and bank in accordance with regulations.

Have a working knowledge of the following Health Hazards; Toxocariasis, Leptospirosis (Weils Disease) and dark blue/green algae blooms. Report any concerns to your line manager.

Take and process bookings face-to-face, over the phone, by email or post, including taking payments and issue confirmations in a timely manner. Book in students against the registers when they arrive and undertake any welcoming or site briefings. Complete invoicing and secure payments against invoices.

If trained in the use of power boats, always operate the power boat in an appropriate way at low speeds, unless going to or coming from an emergency or under official training. Any use of excess speed will result in disciplinary action. Always wear a buoyancy aid and a safety cord. Ensure and oversee water safety when the site is open.

Open up and close down the site following the site procedures, hiring out equipment when open and assisting customers where necessary with water sports equipment and where appropriate with getting in and out of boats. Complete briefings to customers on local hazards and water safety. Complete fishing patrols as required.

When leaving the Centre, ensure that all members of the public have left. Switch off lights and electrical equipment and lock all doors and gates as specified, securing the site.

Complete any administrative duties required, completing any accident and incident reports, stock checks and handover reports daily. Attend staff meetings, briefings and debriefs.

Work with volunteers and work experience placements ensuring they book in on site and adhere to all site procedures

Where trained, operate heavy plant machinery (weed clearing boat) in accordance with the training and procedures, adhering to all health and safety regulations and risk assessments for this machine.

Deal with customer complaints in a professional manner

Any other duties as may be required by the Danson Lake Manager/Centre Principal to ensure service delivery is maintained

Person Specification

Management Grouping: Place

Team: Sports & Leisure

Post Title: Watersports Outdoor Recreation Assistant

SELECTION CRITERIA	ESSENTIAL/DESIRABLE (E/D)	METHOD OF ASSESSMENT (AF/I/T)*
(a) <u>Education and Formal Training</u> A good standard of general education is required. GCSE English and Maths A-C Level or equivalent. Emergency First Aid at Work.	E D E	AF/I AF/I AF/I
(b) <u>Relevant Technical Experience and Knowledge</u> Experience of financial /stock control management. Experience of dealing with Members of the Public. Experience of working with Equal Opportunities policies. Flexible attitude to working arrangements. Experience of opening and closing buildings Good written skills.	E E E E D D	AF/I AF/I AF/I AF/I AF/I AF/I

(c) Skills and Abilities Ability to: - Communicate effectively both orally and in writing. - Keep accurate and timely records - Prioritise workload and demands on resources (i.e. sports equipment). - Work as part of a team and on an individual basis when required. - Think on feet to initially try to resolve ad-hoc site situations <u>English Language Requirements for Public Sector Workers:</u> - Ability to speak with confidence and accuracy, using accurate sentence structures and vocabulary. - Ability to choose the right kind of vocabulary for the situation in hand without a great deal of hesitation. - Ability to listen to customers and understand their needs. - Ability to tailor your approach to each conversation appropriate to the customer, responding clearly even in complex situations.	E E E E E E	A/I A/I A/I A/I A/I I
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***Selection Method key:**

I = Interview

A = Application Form

AT = Ability Test

Applicants will be assessed against these criteria and high performance indicators throughout the recruitment process.

High Performance Indicators

Values	Behaviours for staff	Behaviours for managers
Innovation	I respond flexibly and adapt to changing demands I am prepared to take managed risks to achieve better outcomes I ask 'What if...?' to develop fresh thinking and innovative approaches to generate and implement solutions to improve performance and challenge the status quo	I routinely look for innovative and costeffective ways to improve performance and customer service I champion change and deal successfully with ambiguity, enabling people to see positive and exciting possibilities for the future I take calculated risks based on available evidence and my professional judgement to learn and try new things

Leadership	I demonstrate a clear sense of purpose and direction, in line with organisational objectives I am willing to take difficult decisions My personal actions promote a positive image of Bexley	I take responsibility for my service and for making things happen to make a difference to my service users I create an environment where staff can thrive and show I value and trust staff, give praise and recognise good work I inspire, lead and encourage staff to move forward
Collaboration	I show respect for others and value contributions from internal and external partners and customers I recognise the right solution, regardless of who initiated it I seek out and work with partners who can help me achieve the outcomes and objectives I need to deliver	I encourage the feeling that the team is a collective unit with shared goals I engage with service partners and other areas of the Bexley organisation to understand the demands on others and seek solutions as One Council I network internally and externally
Listening and Responding	I acknowledge other people's viewpoints and work with them to find a win-win solution I prepare and present information anticipating questions and problems I adapt my style to the audience and their needs, using the most appropriate communication channels	I seek regular service user feedback and review customer data to shape service improvements I ask staff for ideas on how to improve our service and how I can improve as a manager, listen to them and act on them I empower staff to make decisions and changes to improve value for money, customer service and productivity
Open and Accessible	I see issues from the customer / user perspective I monitor customer feedback and level of satisfaction with the service they receive, and use this to improve and pre-empt customer needs I seek to build and maintain positive relationships with customers and partners	I am accessible to my service users, customers, staff and Members I communicate and share a clear vision for the bigger picture as well as specific service areas I outline what is expected of individuals and their contribution to the whole, and am consistent in my expectations
Impact	I prioritise my activities and resources to focus on those which have the most impact for residents I take responsibility for making things happen and achieving my objectives I make decisions and clear recommendations based on my professional opinion, experience, and informed by a range of information and evidence	I design services that provide value for money and deliver our outcomes, informed by evidence I produce, prioritise and adapt plans to meet changing requirements I set interim goals to achieve notable wins on the way to larger objectives I deal with poor performance