

Job Description

Management Grouping:	Place, Communities & Infrastructure
Department:	Outdoor Recreation Service
Job Title:	Casual Outdoor Recreation Assistant
Accountable to:	Outdoor Recreation Supervisor

Main Purpose of Job

Being the first point of contact for customers and operational matters on site. This will include dealing with queries from the site hirers, members of the public, contractors, issuing tickets and collecting income and reconciling income at the end of shift. Responsible for site users' safety and equipment on site, reporting and recording any issues. Ensuring that the site is clean and available for users, co-ordinating users and facilities on site. Responsible for site setup.

Provide first aid as and when required after training has been provided

Duties and Responsibilities:

Appearance and courtesy are essential when working in direct contact with the public.

Be familiar with all site keys and where they are kept. Be able to open and close buildings and set alarms. Any building not in use should be locked whilst unoccupied.

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

Be the first point of contact in dealing with enquiries from members of the general public associated with the range of outdoor activities and maintain high levels of customer care

Ensuring the highest possible standards of hygiene and cleanliness are maintained by carrying out routine and other cleaning tasks as required

Where appropriate, enforce the Council Byelaws, politely but firmly. Call for assistance if necessary. Infringements and incidents must be recorded and reported to the Outdoor Recreation Supervisors as soon as possible.

Patrol the site regularly. Litter pick whilst patrolling using the equipment provided. Report any damage and defects, incidents of vandalism, fly tipping, and anything of natural/environmental interest or concern to an authorised officer.

Be aware of Normal and Emergency Operating Procedures including Risk Assessments, Health and Safety Regulations, Emergency procedures and the principles of First Aid.

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 and Manual Handling.

Administer first aid as required once trained

Ensure that all equipment is maintained in a safe, clean and usable condition at all times and report any defects to the Duty Supervisor and take appropriate action.

Issue tickets and reconcile income at the end of shift and bank in accordance with regulations.

Be responsible for floats and stock and complete appropriate paperwork.

Accurately completing forms and reports relating to normal duties

Check in all users of the site and advise the Duty Supervisor of the final running order.

Ensure that all sports equipment is in a good condition and log and report any defects.

When leaving the site, ensure that all members of the public have left. Switch off lights and electrical equipment and lock all doors and gates as specified. Ensure that you advise the Duty Supervisor before leaving site.

Able to work as part of a team to ensure smooth operation of the service

To undertake any other duties commensurate with the posts level of responsibility

Person Specification

Management Grouping: Place, Communities & Infrastructure

Department: Outdoor Recreation Service Job Title:

Casual Outdoor Recreation Assistant

Selection Criteria	Essential/ Desirable (E/D)	Method of Assessment (A/I/T)*
(a) <u>Education and Formal Training</u>		
A good standard of general education is required.	E	A
GCSE English and Maths A-C Level or equivalent.	D	A
Emergency First Aid at Work	D	A
(b) <u>Relevant Technical Experience and Knowledge</u>		
Experience of financial /stock control management.	E	A/I
Experience of dealing with Members of the Public.	E	A/I
Experience of working with Equal Opportunities policies.	E	A/I
Flexible attitude to working arrangements.	E	A/I
Experience of opening and closing building	D	A/I
Good written skills.	D	A/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 (ie 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 cost-effective 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