



JOB DESCRIPTION

Job title:	General Assistant
Location:	Any NLT Operated Leisure Facility
Pay Rate:	Up to £8.91 per hour
Responsible to:	Duty Supervisor/Leisure Centre Supervisor/Soft Play Supervisor

JOB PURPOSE

To meet, greet, serve and supervise customers undertaking leisure activities within any NLT operated facility; maintaining the required standards of health and safety, cleanliness and customer care and service.

DUTIES AND RESPONSIBILITIES

- To supervise and deliver customer activities throughout the centres, including the Forum Cinema, as required.
- To provide assistance to customers and respond to customer enquiries
- Undertake general cleaning to all areas of the centre(s) to a high standard following health and safety procedures at all times
- Maintain safety standards in line with Normal Operating Procedures and Emergency Action Plan
- To report all accidents and incidents in accordance with NLT procedures
- To ensure activity areas are immaculately clean and correctly set up prior to the commencement of the activity and after.
- Cinema
 - Open the cinema prior to screenings
 - Control admissions to the cinema

- Assist when required with merchandise
 - Set up table and display alcoholic and soft drinks, then clear display after use
 - Relocate ice cream freezer to the foyer, then return to office after use
 - Provide a small range of alcoholic/soft drinks and ice creams to customers
 - Deal with customer enquiries
 - Clean the cinema auditorium after the screening
 - Close and secure the cinema following the screening
- Delivering Children's Parties
 - To meet and greet children's party/private hire guests upon arrival.
 - To administer the party register ensuring arrival of all guests are recorded.
 - To regularly communicate with the client throughout the duration of the party to ensure everything is to their satisfaction.
 - To serve food and beverages to guests at the appropriate times.
 - To encourage a party atmosphere at all times including organizing the cutting of the cake, singing Happy Birthday and wearing the Barney outfit.
 - To work in partnership with parents ensuring that any views, recommendations or complaints are brought to the attention of the Manager and dealt with promptly and efficiently to the mutual satisfaction of the customer.
- Setting up and dismantling of all equipment as required in all areas of the center
 - Assisting with the daily facility inspection checks making sure items of furniture, fittings and play/sports equipment are operating in a safe manner, reporting any defects as necessary
 - Receiving, checking and storing deliveries
 - To fill vending machines as required
 - To attend any staff training sessions and meetings as required
 - Take responsibility for cash takings and operations at till system for products/merchandise, cash transactions and cash handling.
 - To assist other staff as necessary for the smooth running of the center.
 - To assist with sales and marketing activities such as the promotion and administration, collection of customer feedback and positively contributing to good customer service.
 - To work according to the shift pattern, showing flexibility to accommodate changes to the business needs and in response to staff and school holidays or special events as required.

- To ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons and to comply with the policies and procedures relating to health and safety within the Leisure Trust
- To demonstrate a commitment to equality and diversity in both the delivery of services and to staff
- To carry out any other duties which fall within the overall purpose and scope of the job purpose.

JOB DEMANDS

- Need to be sensitive to needs of diverse community groups including customers with disabilities.
- Required to work some evenings and weekends.
- This role requires contact with children or young people and therefore is subject to an Enhanced Disclosure and Barring Service (DBS) check. Our policy is to use the Disclosure and Barring Service to verify that the responses provided to the exempted questions are full and correct.
- Reliable with strong time management skills.
- Must be self-motivated and have a passion for working with children.
- Constant standing/walking.
- Occasional stooping, kneeling or crawling.
- Occasional pushing, pulling or lifting.
- Occasional ascending or descending ladders, stairs or ramps.
- Use of computer/POS register.
- Frequent, continual, intermittent flexing or rotation of the wrist(s) and spine.
- Constant reaching, turning and performing precision work.
- Constant receiving detailed information through oral communication.
- Constant talking, expressing or exchanging ideas by means of the spoken word.

PERSON SPECIFICATION

			Methods of Assessment			
KNOWLEDGE	Essential?	Desirable?	Application Form/CV	References	Interview	Other
Knowledge of and experience within leisure industry or a customer facing environment		D	X	X	X	
Understanding of health and safety legislation		D	X		X	
An understanding of Equality and diversity issues		D	X		X	
An understanding of safeguarding practice and policy		D			X	
Hold a teaching or coaching qualification		D	X		X	
Hold a Food hygiene certificate		D	X		X	
SKILLS			Application Form/CV	References	Interview	Other
Strong communication (verbal and written) and inter personal skills	E		X		X	
Strong customer care skills	E		X		X	
Able to work on your own initiative and within a team	E		X		X	
ATTRIBUTES			Application Form/CV	References	Interview	Other
Be friendly, helpful, enthusiastic, motivated and trustworthy	E		X		X	
Flexible in approach	E		X		X	
Customer focused	E		X		X	
To act in a professional manner and to have a professional appearance at all times.	E		X		X	
Interest in Cinema/Cultural Cinema		D	X		X	