



Job Description and Person Specification Leisure Customer Advisor

Service Area -	Public Health
Reports to -	Duty Manager
Band -	1

Overall Job Purpose :

To provide an excellent first line customer contact service and where possible, working with agreed policies, procedures and standards, resolve enquiries at the first point of contact to maximise customer satisfaction.

This role is deemed to be multi-functional and there will be expected levels of rotation through all Culture and Leisure front line customer services as and where appropriate.

Main Duties and Responsibilities :

(This list contains the main duties and responsibilities of the post holder but it is not an exhaustive list)

1. To develop and maintain an in depth knowledge of the range of services provided by culture and leisure.
2. Operating the admissions system in accordance with laid down procedures in respect of –
 - Adding new members and required subscriptions.
 - Modifying / Updating member records.
 - Taking / Confirming bookings for individual activities, courts, classes, courses and holiday activities.
 - Answering the telephone and general enquiries as stipulated under facility procedures.
3. To use exceptional customer service skills to provide an efficient and friendly service to customers across all communication channels.
4. Positively promote the facility through membership sales, leaflets, displays, general daily duties and any such promotional activities.
5. To receive and handle customer payments in all acceptable forms in accordance with applicable policies and procedures. To reconcile the cashier banking and float at the end of the working day and generate applicable reports.
6. To practice and promote fair and equal treatment of staff and customers.
7. To be competent in the use of a wide range of IT systems with appropriate training, technologies and manual systems to ensure the resolution of Culture and Leisure customer enquiries.
8. To assist in campaigns to promote, publicise and market the facilities to customers.

General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Understand the council's commitment to Corporate Parenting and take responsibility to support this commitment. Enable the council to be the best corporate parents possible to children and young people in our current and previous care.
4. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Notes

1. The post holder will be expected to wear black trousers / skirt and a black top accompanied with a corporate lanyard whilst on duty.
2. The post holder will be required to contribute to training and development of self and others through participating in training / staff meetings including first aid, events and other agreed activities that enable the transfer of knowledge.
3. The post holder should be responsible as an employee under the Health and Safety at Work Act 1974 and take reasonable care for the health and safety of themselves and others.
4. The job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which the post holder will be required to work. In the interests of effective working any major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and other consequential changes will be carried out in consultation with the post holder. The post holder will also be required to carry out such other duties as may be determined from time to time to be within the general scope of the post.

Person Specification

The ideal candidate will be able to demonstrate the following skills, knowledge and experience.

Attributes	Skills, Knowledge, Experience etc.	Essential / Desirable
Education, Qualifications and Training	Good general education to GCSE standard or equivalent	E
	Aptitude for figures	E
	First aid qualification	D
Skills and Experience	Cash handling experience	D
	Leisure industry knowledge	D
	Customer care skills	E
	Knowledge of health and safety	D
	Team player	E
	Flexible approach to the role and duties	E
	Awareness of equal opportunities relevant to the role	D
Miscellaneous	Working hours will be over a shift system. Rates paid for working on a Saturday, Sunday, all weekday evenings and on public / bank holidays – See terms and conditions where applicable	E
	DBS required for this role	E
	Dress code must be adhered to	E
	Self motivated and able to respond positively to leadership and direction	D
	Commitment to sustained improvement	D

