



<b>JOB TITLE:</b>	Centre Assistant (Receptionist)		
<b>GRADE:</b> <b>JOB CODE:</b>	G4 C0185a	<b>SERVICE AREA:</b>	Sport & Leisure
<b>REPORTS TO:</b>	Duty Manager / shift supervisor	<b>LOCATION:</b>	Walsall Leisure centres - various
<b>SPECIAL CONDITIONS:</b>	This post is covered by the Government's Code of Practice on the English Language Fluency Duty for public sector workers. The Post holder will be required to communicate verbally with customers and provide advice and/or information in accurate spoken English.		

**1. Main purpose of the job role:**

- To receive payments for services provided in accordance with procedures
- To help customers with their enquiries in person, e-mail and over the phone
- To perform administration tasks in accordance with routine operating procedures
- To control access to facilities in accordance with relevant operating procedures
- To operate office and ICT equipment
- To enter data on ICT management system
- To maintain a safe environment for themselves, colleagues and customers.
- To assist with the coordination of the swimming lesson programme.
- To assist with centre-based promotional activities as appropriate.
- To communicate verbally with customers and provide advice and/or information in accurate spoken English.

**2. Role specific duties and accountabilities:**

- Such other duties appropriate to the grade of the post as may be delegated by Management

**3. Corporate duties and accountabilities:**

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- Through personal commitment and clear action, the postholder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To

support/develop a working culture within these services that reflects the corporate vision.

- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.



JOB TITLE: Centre Assistant		GRADE: G4	
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.		Indicate when Assessment is possible: at Application form=A interview=I both=A/I test = T	<b>WEIGHT CODE</b> shows relative importance Low=1 Medium=2 High=3
<b>Behaviours:</b> refer to corporate behaviours document			
<b>Professionalism</b> - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.		A/I	3
<b>Leadership</b> - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.		Not Applicable	
<b>Accountability</b> - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.		A/I	3
<b>Transparency</b> - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.		A/I	3
<b>Ethical</b> - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.		A/I	3
<b>Abilities/Skills:</b> (refer to JE guidance document)			
Ability to process payments in accordance with financial procedures		A/I	2
Able to demonstrate a good understanding of customer care, in a service environment		A/I	3
Ability to perform routine administration tasks		A/I	2
Ability to enforce operating policies regarding access to facilities		A/I	2
Understanding of the role in delivering a safe environment		A/I	3
The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post.		I	3
<b>Knowledge/Experience:</b> specify type, level and qualitative (not quantitative required); if any.			
Ability to operate routine office equipment and leisure specific IT programs		A/I	2
Ability to enter data on office computer application and have knowledge of data protection		A/I	2
Evidence of continuous professional development (where applicable)			
<b>Qualification:</b> Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.			
<b>Other Essential Requirements</b>			
An awareness of, and commitment to, equality of opportunity		I	3
Awareness of, and commitment to, confidentiality and handling data		I	3
<b>Prepared by:</b>	Andrew Dale	<b>Date</b>	17.4.20
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