

# Yeovil Town Council



## JOB DESCRIPTION

<b>Job Title:</b>	<b>Casual Recreation Assistant</b>
<b>Grade:</b>	<b>Age related pay, National Minimum Wage until age 21 and then National Living Wage</b>
<b>Hours of Work:</b>	<b>Shifts as set out in agreed monthly rota. Primarily at weekends and in school holidays.</b>
<b>Annual Leave Entitlement:</b>	<b>12.1% pay per hour worked.</b>
<b>Responsible to:</b>	<b>Activity Officer</b>
<b>Responsible for:</b>	<b>None</b>

### Main Purposes of the Role

To be the first point of contact for customers visiting Yeovil Recreation Centre, selling tickets for chargeable facilities and providing information about the site.

### Overall Responsibilities

To undertake activity sales at Yeovil Recreation Centre, ensuring accuracy via agreed processes and procedures. To provide a positive customer welcome, supporting individuals and groups to access the facilities on site. Monitor the standard of the site cleanliness and respond to customer requests in collaboration with the cafe and grounds teams. Ensure individual facilities are set up for groups and bookings according to the bookings calendar. Open and close individual facilities at the appropriate times.

### Summary of Responsibilities and Duties of the Job

1. To open and close the sports office each day as necessary.
2. To sell tickets and issue loan equipment to paying members of the public.
3. To complete necessary reconciliation of cash and complete all documentation.
4. To open and close facilities and oversee the daily operation of the facilities, ensuring security is maintained at all times.

5. To set up facilities for use including moving goal posts and setting up chairs and tables in the community room.
6. To advise customers on the correct use of the facilities and support customers with particular needs to access the facilities.
7. To ensure that all areas of operation are maintained in a clean condition. Undertake some cleaning and external litter picking duties.
8. To receive and pass on customer feedback to the Café Outlet Manager and Activities Officer in order to help continuously improve our service to customers.
9. To provide a high standard of customer care by answering enquiries, either in person or on the telephone.
10. Report any damage / vandalism / anti-social behaviour to the Activities Officer.
11. To assist with general administrative and cleaning tasks relating to the operation of Yeovil Recreation Centre as required.

### **External and Internal Contacts**

Members of the public (customers), members of staff, local sporting clubs & organisations.

Face to face and telephone.

### **Working Environment**

Based at Yeovil Recreation Centre.

### **Health and Safety at Work**

Yeovil Town Council's Health and Safety Policy and all relevant Health and Safety at Work Instructions (such as the Lone Working Policy, procedures and practice guidance) are to be considered as part of this job description.

### **Equal Opportunities**

Yeovil Town Council is committed to the fair treatment of its staff, potential staff, users of its services and other stakeholders, regardless of race, gender, religion, beliefs, sexual orientation, responsibilities for dependants, marital status or disability.

**4<sup>th</sup> August 2024**