

Title: CCSH Hub Assistant



JOB DESCRIPTION

Clydebank Hub Vision – Enhance the lives and wellbeing of all in our community

Clydebank Mission statement – Through the provision of world class facilities, the Hub aims to strengthen community and individual participation in sport and health activity. We aim to provide inclusive opportunities in Sport, Volunteering and recreational pursuits. We are all members of the Hub.

1. JOB DETAILS

Job Title: CCSH – Hub Assistant

Section: Hub Staff

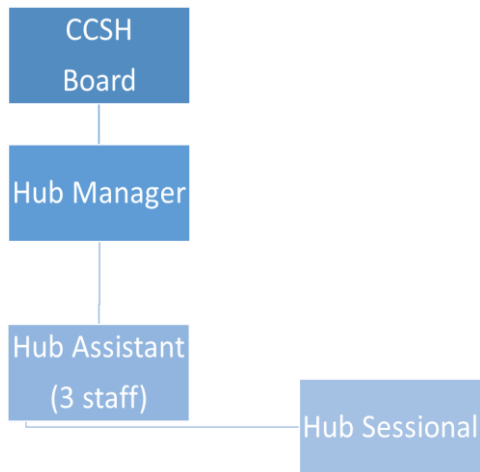
Reports to: CCSH Manager **Rate of Pay:** £9 per hour

2. JOB PURPOSE

The role of Hub Assistant includes day to day operations of outdoor/indoor facilities; maintaining a high standard of cleanliness and service to our hub members and stakeholders.

Other duties will include welcoming clients/groups into facilities; patrolling public areas in and around facilities; lone working, setting up and taking down equipment; cash handling, bar work and ensuring a high standard of Health & Safety throughout the facility.

3. ORGANISATIONAL CHART



4. ACCOUNTABILITIES AND MAIN RESPONSIBILITIES

1. To assist and support other Hub staff (in the operational functions of all Hub services) and to work under the supervision of the Hub Manager.
2. To provide a point of first contact for all members, customers and stakeholders
3. To provide a friendly and efficient service that demonstrates a high level of Commitment to customer service; acting as a point of contact, taking messages and dealing with enquires and minor complaints, responding to requests for relevant Information.
4. To ensure the provision of day to day operations of the centre services, including Evening & weekend provision
5. To maintain an attractive and informative centre, including all the display and information material on the notice boards and on social media
6. To receive and record all lost and found property
7. To respond to and resolve customer concerns in the appropriate manner
8. To receive payments, issue receipts and undertake other financial duties where appropriate, including till operation
9. support with general office duties

10. To control access to the facility and ensuring safe use of any facility area or equipment
11. To ensure a safe environment is maintained and report any faults or defects in the facility
12. To have a knowledge and understanding of safety codes of practice, safety instruction and emergency procedures
13. To check, set up, break down and store equipment as necessary within manual handling guidelines
14. To undertake cleaning duties to maintain a high standard of cleanliness , working within COSHH regulations
15. To be aware of, and be responsive to, changes within the Hub and adopt a flexible and proactive approach to work
16. Provide bar services and support with stock rotation/handling.

5. PROBLEM SOLVING

The post holder will be expected to resolve problems that arise through working with other services and partners and to develop solutions that meet expectations in terms of outcomes, performance, financial limitations/opportunities and effectively manage risk.

The post holder will be responsible for identifying and recommending a range of solutions for the often complex problems associated with Hub to the manager.

The more difficult and challenging problems will be referred up to the Hub Manager and CSH Board for assistance.

6. COMMUNICATIONS AND WORKING RELATIONSHIPS

The development of effective working relationships is critical to the delivery of key outcomes for the role. These relationships include: key stakeholders; CSH Manager/board and all staff delivering services within the Hub.

Communication responsibility in this post will involve ensuring that all staff are aware of their own role in respect of achieving the aims, objectives and income targets set for the service. Effective relationships with other elements of the Hub such as Partner clubs and external partners should be developed and maintained.

7. DECISION MAKING

The post holder will be required to assess information and appraise situations in and sometimes make decisions for the effective utilisation and deployment of allocated resources, problem solving, service planning and scheduling in consultation with CSH Manager.

8. SKILLS, KNOWLEDGE AND EXPERIENCE

- Knowledge and experience of working in a sports or leisure centre (essential)
- Hold or working towards Sports or Leisure Qualification at SVQ level 3
- Communication, influencing and time management skills
- Strong attention to detail, reliable and hard working
- Awareness of COVID 19 measures in the Sports/Fitness industry
- Experience of cash handling (essential)
- Experience of working in bar (desirable)
- Ability to proactively undertake hub duties without supervision

9. GENERAL

The duties and responsibilities contained within this Post Descriptor are neither exclusive nor exhaustive as the post holder may be required to undertake other reasonably determined duties commensurate with the level and grade of the post without changing the general character and nature of the post.

The Post Descriptor may be subject to revision, depending on the future needs of the post and the organisation, following appropriate consultation.

Note:

Hours will be worked by agreement with the line manager during the Hub opening times which are predicted to be 9am-10pm Monday to Friday, Saturday 8.00-6.00pm (with the ability to work up to 2am – functions only) and 8am-6pm Sundays.

Disclosure:

PVG / Disclosure Scotland or Relevant

SIGNATURE: _____ **(Employee)** **Date:** _____

SIGNATURE: _____ **(Hub Manager)** **Date:** _____