

Job Description & Person Specification

Job title	Apprentice Customer Services Assistant
Reports to	Management Team
Location	Ocean, Exmouth
Salary	£4.08 per Hour
Hours	37 hours per week

About LED Community Leisure

LED Community Leisure is a registered charity and a community benefit society. With over 15,000 members across 16 sites, we offer a range of diverse cultural, sporting and physical activities throughout East Devon and South Somerset in the sectors of indoor and outdoor sports, swimming, exercise and health, children's play schemes, educational programmes, sporting and cultural events and the performing arts.

LED Leisure Enterprises Ltd is a subsidiary of LED Leisure Management Ltd and was established to undertake trading on a commercial footing raising funds for the parent charity. The provision of catering, hospitality and events management is undertaken through LED's trading subsidiary LED Leisure Enterprises Ltd, including Ocean.

Our Vision & Values

Our Vision: To be the community leisure provider of choice

Our Values:

- Opportunities We will provide enjoyable, active, healthy & enriching opportunities that are inclusive to all members of our community.
- Our Customers We will work with our customers to continuously improve our service, facilities & activities.
- Our Team We will empower and invest in our team to meet customer and business needs.
- Sustainability We will work with all stakeholders to ensure business and environmental sustainability.

Job purpose

Assist with the safe and efficient running of the Ocean Leisure complex, ensuring that all safety, customer service and quality standards are high and consistent at all times.

This post is exempt from the Rehabilitation of Offenders Act (ROA) (as amended) and appointment is subject to satisfactory outcome of disclosure (check of all criminal records).

Key responsibilities

- Ensure high levels of customer service and quality control are maintained at all times within the bowling reception and entertainment areas.
- To assist in the food and beverage operations as required, including opening/closing procedures, service, stock control and cash control.
- Assist with reception duties; taking bookings, general enquiries, cash control, giving out shoes and bowling area.
- Assist with the cleaning of the lanes & machinery and assisting with minor faults.
- Assist with the general cleaning of the facility as required.

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- Assist in the bowling area as required, ensuring the area is kept clean and tidy and occupation levels are kept within agreed limit.
- Assist in the party area as required ensuring a high level of customer service.
- Assist management in supervising the use of facilities by organizations and individuals, ensuring that high standards of safety are maintained for both customers and staff.
- Drive to achieve annual targets and KPI's.
- Ensure that the facilities comply with Fire, Health and Safety, Food and Hygiene Regulations, reporting any issues to management.
- Ensure that the security of the premises is always maintained.

Essential Skills and Qualifications

- Good general education.
- Ability to work on own initiative as well as part of a team.
- Accuracy and attention to detail.
- Empathy with public and customers and their perceptions.

Desirable Skills

- Evidence of practical experience working in a similar environment.
- An understanding of the leisure & hospitality industry.
- A good level of literacy, including computer literacy
- Previous experience of working with the public.

All employees have the following activities included in their job descriptions;

- Support and promote LED's 'Vision and Values', leading by example.
- Contribute to reports for Trustees, EMT and partner working groups to consider issues relating to LED.
- Contribute to the performance of LED by participating positively in your appraisals, service planning and the team meeting process.
- Support EMT in ensuring LED offers a customer focused service to help achieve continuous improvement and innovation in service delivery.
- Recognise your role in forming constructive relationships, to help promote positive communication across the organisation.
- Act as an ambassador for LED.
- Attend meetings as required during working hours, or with a minimum of 24 hours' notice for out of hour's meetings.
- Comply with LED's Constitution, policies and procedures.
- Perform any other relevant activities, commensurate with the grading of the post, as required by your Manager.