ASHFORD LEISURE TRUST

JOB DESCRIPTION

JOB TITLE: JULIE ROSE STADIUM – Stadium Assistant

SALARY: 13-16

SECTION: JULIE ROSE STADIUM

RESPONSIBLE TO: Julie Rose Stadium Manager

RESPONSIBLE FOR: Receptionist
Recreation Assistants
Coaches
Holiday playscheme staff

JOB SUMMARY: To be responsible and accountable for the security, cleanliness of the stadium and safety of customers and staff at the Stadium. You will be required to provide a safe, effective and efficient service.

MAIN DUTIES

1. Open and lock up the premises taking responsibility for security of the building, monies and equipment whilst on duty

2. Ensure the correct staffing levels for the operation of the stadium are met.

3. Responsible for managing events within the facility including track and field, catering, children activities, CJ Suite bookings.

4. Undertake facility, Health and Safety, PPM and catering checks when specified, to ensure facilities are safe for the public to use.

5. Supervise and assist all operational staff in delivering and providing a high quality service to ensure the highest standards of customer care.

6. Liaise with outside organisations, helping to maximise income and usage

7. To be the immediate line Manager for subordinate staff.

8. Provide direct operational work, including coaching and reception duties if required.

9. Arrange for the safe setting up and dismantling of sports and other equipment whilst ensuring the equipment is of a suitable and high standard.

10. Represent the stadium/ALT when required and agreed.

11. Respond to customer’s questions and complaints using the correct procedures implemented by Ashford Leisure Trust.
12. Supervise and participate in cleaning routines and schedules and continually monitor cleanliness standards throughout the facility.

13. Provide reports and statistical information as required by the management in order to provide information for analysis and action.

14. To be responsible for stock control, maintaining stock records and equipment inventories.

15. Replenish all vending, coffee machines and stock when required.

16. To be the initial point of contact for contractors on site.

17. To support the Stadium Manager and management team in the management and development of the stadium facilities and the services that it provides.

**General**

To participate in the recruitment and employment of staff in accordance with set procedures. To deploy staff, identifying, initiating and implementing specific training requirements for staff carrying out staff appraisals.

To ensure that all levels of staff carry out their duties as laid down in their job descriptions.

To have a good knowledge of the disciplinary procedure and to implement the first stage when appropriate.

To ensure that Health and Safety procedures are complied with at all times.

To actively participate in and be committed to the corporate management and development of Ashford Leisure Trust.

To undertake personal training, attend courses and seminars as required by the Chief Executive.

To have a good knowledge of the Staff Handbook and adhere to the Customer Care Policy.

To undertake other duties that may be reasonably allocated by the Chief Executive, Stadium Manager or Centre Manager.

You will be required to contribute to your own training and development and to understand your role in Ashford Leisure by attending personal development discussions. The Chief Executive will assist you by maintaining a planned approach and agreeing your personal targets, which will reflect the needs of the business.

**OTHER CONDITIONS:**

The working week is an average of 37 hours and the post holder will need to regard the hours of work as flexible according to the requirements of the service. The post holder will be required to be present on a shift system including evenings, weekends and bank holidays.

Employees will be required to operate at any facility managed by Ashford Leisure Trust after receiving appropriate training.
Rehabilitation of Offenders Act 1974
This post may involve substantial opportunity for access to children. As such it is exempt from the Rehabilitation of Offenders Act 1974 and the post holder is required to obtain a Enhanced Disclosure from the Criminal Records Bureau. The post holder is also required to inform the HR department of any conviction received during his or her employment.

Health and Safety
All employees have responsibilities under The Health & Safety at Work Act 1974. These responsibilities are laid out in Ashford Leisure Trust's Safety Policy, available in each Department.

This job description intends to describe the principal purpose and main elements of the job. It is a guide to the nature and main duties of the job and is not intended as a wholly comprehensive or permanent schedule. The order in which duties and responsibilities are listed is not significant.

KW November 2017