**Job Profile comprising Job Description and Person Specification**

**Job Description**

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| --- | --- |
| **Job Title:** Sales Assistant (Sport & Fitness) | **Grade**:  Scale 3 |
| **Section:**  Culture/Sports | **Directorate:**  Contracts & Leisure |
| **Responsible to following manager:**  Duty Manager (Sales) at TPFC or POTP | **Responsible for following staff:**  N/A |
| **Post Number/s:** | **Last review date:**  November 2022 |

**Working for the Richmond & Wandsworth Better Service Partnership**

This role is employed under the Richmond & Wandsworth Better Service Partnership. The overall purpose of Richmond & Wandsworth is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

Richmond & Wandsworth Better Service Partnership aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

**Job Purpose**

To assist with the delivery and promotion of sales at all LBRUT sport sites (Teddington Pools & Fitness Centre, Pools on the Park, Shene Sports & Fitness Centre, Whitton Sports & Fitness Centre, Hampton Sports & Fitness Centre and Teddington Sports Centre), including sales of all fitness activities to customers as effectively as possible, within agreed budgets and timescales.

**Specific Duties and Responsibilities**

* To carry out the responsibilities of the post having regard to the Council’s policies and procedures as well as additional guidelines as laid out in the Centre’s Staff Information File.
* To support the Management Team in pursuing new methods of income generation by increasing sales including Direct Debits.
* Handling membership enquiries including tours, phone calls, email enquiries and taking the appropriate follow up action. Providing fast, courteous and efficient responses to all customers and telephone / email enquiries.
* To assist with outreach work, as directed by the Management Team, to increase the Sport & Fitness Centres’ awareness and create links with local businesses / partnerships.
* To assist with the promotion of all memberships, Richmond Card sales leads and usage (activities and sessions) of the centres.
* To assist with the administration of the Sport & Fitness Service Direct Debit Payment Scheme.
* To work at any Sport & Fitness Centre under the management of the London Borough of Richmond upon Thames.
* To undertake additional general administrative duties as part of the natural development of the role and within the compass of professional ability and grade.

**Generic Duties and Responsibilities**

* To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
* To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
* To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
* To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
* To understand both Councils’ duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
* The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

**Additional Information**

The Sport & Fitness Service sits within the Contracts & Leisure Department. Its primary objective is to develop opportunities and provision for participation in sport and physical activity for all sections of the community. The team is responsible for the management of 4 dual-use Sports and Fitness Centres, Teddington Pools & Fitness Centre and Pools on the Park in Richmond, as well as a centrally based Sports Development Team.

The Council is continually reviewing it structures and ways of working in order to provide the best services possible for residents, in the most efficient way. As a result the key tasks in any job may be varied and the post holder will be expected to take on such variations consistent with the level of responsibility of the post.

The service is firmly committed to creating a safe and enjoyable environment for all young people, children and vulnerable adults. Our safeguarding responsibilities include safe recruitment practices which include the vetting of all individuals who work with these groups. Background checks including checks with the Disclosure and Barring Services (DBS) will be carried out in accordance with DBS guidelines.

The postholder will work a flexible shift rota, which will include unsociable hours (some evenings and weekends). The postholder may also be asked to work at any of the Borough’s Sport & Fitness Centres.

**Team structure**

**Person Specification**

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| --- | --- |
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**Our Values**

**THINK BIGGER**

**EMBRACE DIFFERENCE**

**CONNECT BETTER**

**LEAD BY EXAMPLE**

**PUT PEOPLE FIRST**

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](https://www.richmond.gov.uk/media/afdbdeao/five_values.pdf) as they are an integral part of our recruitment and selection process.

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| **Person Specification Requirements** | | | **Assessed by**  **A/I/T/C**  **(see below for explanation)** |
| **Knowledge & Experience** | **Essential** | **Desirable** | **Assessed** |
| Good knowledge and understanding of sales and the sales process from first point of contact. | **x** |  | **A/I** |
| Experience of working in a health and fitness environment or relevant sales experience. | **x** |  | **A/I** |
| **Skills** | **Essential** | **Desirable** | **Assessed** |
| Ability to demonstrate an understanding of why Diversity & Equality is important in employment and in the provision of a sports / leisure service. | **x** |  | **A/I** |
| IT literate in the use of Microsoft Office applications such as MS Word, Excel and Outlook. | **x** |  | **A/I** |
| Ability to demonstrate an understanding of why Customer Care is important in employment and customer service. | **x** |  | **A/I** |
| Ability to demonstrate a working knowledge of a sales environment, with a good understanding of the sales process. | **x** |  | **A/I** |
| Ability to deal with confidential information. | **x** |  | **A** |
| Ability to produce reports and to maintain record keeping systems. | **x** |  | **A/I/T** |
| Ability to communicate effectively both verbally and in writing with a wide range of people (staff and customers), for the purposes of providing information and assistance on services offered and the operation of equipment. | **x** |  | **A/I/T** |
| Ability to work at any of the Borough’s Sport & Fitness Centres. |  | **x** | **I** |
| Flexibility to work a shift rota which may include early mornings, evenings and weekends. |  | **x** | **I** |
| **Qualifications** | **Essential** | **Desirable** | **Assessed** |
| A recognised fitness qualification or a sports / recreation / management or sales qualification. |  | **x** | **A** |
| First Aid qualification. |  | **x** | **A** |

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**