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| [http://tse1.mm.bing.net/th?&id=OIP.Mcdef0ece8d493b85ed160f3a3f3bd0b0H0&w=300&h=300&c=0&pid=1.9&rs=0&p=0](http://www.bing.com/images/search?q=richmond+council&view=detailv2&&id=1F47814D51BC8BF51ECF7A4D09446671DD2C7B34&selectedIndex=0&ccid=ze8Ozo1J&simid=607994686404889128&thid=OIP.Mcdef0ece8d493b85ed160f3a3f3bd0b0H0) |  |

**Job Profile**

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| **Provisional Job Title:** Sales Assistant (Sport & Fitness) | **Grade**: Scale 3 |
| **Section:**  Culture/Sports | **Directorate:**  Contracts & Leisure |
| **Responsible to:**  Duty Manager – Sales (TPFC) or  Sales Manager (POTP) | **Responsible for:**  N/A |
| **Post Number/s:** | **Date:** November 2022 |

**Working for the Richmond/ Wandsworth Shared Staffing Arrangement**

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Borough Councils. The overall purpose of the Shared Staffing Arrangement 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.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in your development 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 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 Borough’s of Wandsworth and Richmond services.
* To comply with relevant Codes of Practice, including the Code of Conduct, and policies concerning data protection and health and safety.
* To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and work 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 the both Council’s duties and responsibilities for safeguarding children, young people and adults as they apply to your role within the council.
* The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

**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.

**Current team structure**

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**Person Specification**

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| --- | --- |
| **Provisional Job Title:** Sales Assistant (Sport & Fitness) | **Grade:** Scale 3 |
| **Section:**  Culture/Sports | **Directorate:**  Contracts & Leisure |
| **Responsible to:**  Duty Manager – Sales (TPFC) or  Sales Manager (POTP) | **Responsible for:**  N/A |
| **Post Number/s:** | **Date:** June 2019 |

**Our Values and Behaviours**

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

**Being open -** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive -** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive -** Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

**Post Specific Values & Behaviours**

* I am a role model for the Council’s behaviours and lead by example.
* I think about my work and get it right first time.
* I do what I say I will do, when I’ve promised to do it, or let people know why not.
* I treat customers the way they would want to be treated, being fair and with respect and I value differences.
* If I spot something going wrong I do something about it, even if it isn’t my job.
* I look for examples of good practice in the Council and outside to improve the way I do my job.

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| **Requirements** | **Assessed by A &**  **I/ T/ C** |
| **Knowledge & Experience** | |
| Good knowledge and understanding of sales and the sales process from first point of contact. | A/I |
| One year’s experience of working in a health and fitness environment or relevant sales experience. | A/I |
| **Skills** | |
| Ability to demonstrate an understanding of why Diversity & Equality is important in employment and in the provision of a sports / leisure service. | A |
| IT literate in the use of Microsoft Office applications such as MS Word, Excel and Outlook. | A/I |
| Ability to demonstrate an understanding of why Customer Care is important in employment and customer service. | A/I |
| Ability to demonstrate a working knowledge of a sales environment, with a good understanding of the sales process. | A/I |
| Ability to deal with confidential information. | A |
| Ability to produce reports and to maintain record keeping systems. | 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. | A/I/T |
| Ability to work at any of the Borough’s Sport & Fitness Centres. | I |
| Flexibility to work a shift rota which may include early mornings, evenings and weekends. | I |
| **Qualifications** | |
| Desirable - A recognised fitness qualification or a sports/recreation/management or a sales qualification. | A |
| Desirable - First Aid qualification. | A |