



Post Title:	Activity Coordinator – Community Sports Hubs
Grade:	Living wage applies - £12.00 per hour

Role Definition

Delivering excellent customer service working with a diverse and dynamic team within a fast-paced environment.

To undertake tasks related to the operation and cleanliness of the facility whilst ensuring the safety of colleagues and customers.

Lead on activity and taking of sessions as required.

Role Specific Tasks and Responsibilities

- Assist as required with the general supervision of use of the facilities and services, provision of assistance to customers and, to encourage repeat visits and extended use of our facilities and activities.
- Deal with emergencies and first aid as required ensuring, where appropriate, the use of all emergency equipment available.
- Ensure the safety of fellow staff members and customers throughout facilities.
- Preparation of facilities for use and the on-going cleaning of the facility ensuring a high standard of cleanliness at all times.
- Assisting with the daily operations of the building ensuring effective, accurate and timely set-ups and take-downs and changeovers as required.
- Assist in undertaking visual inspections of equipment as and when necessary and reporting any faults or defects.
- Assisting with the preparation of all areas for activities and special events as required.
- Assisting with deliveries to the site, storage and stock control.
- Assisting the members of the public in their use of the facilities, encouraging maximum usage.
- Ensure compliance with Company Health and Safety policies and procedures.
- Adopt a flexible attitude to your role at all times undertaking activities that assist the Company in maintaining a competitive advantage.
- Deliver and lead sessions for a range of activities
- Present a friendly, helpful and welcoming environment to all customers.
- Undertake any other duties commensurate with this post.



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Role Profile

December 2023

Essential/Desirable Criteria

	Essential	Desirable	Evidence
Education and Qualifications	qualification in fitness, sports coaching, or exercise to music	First Aid qualification/emergency first aid	
Experience	Experience in provision of a range of sport/fitness activities and/or working within leisure environment		Application form and interview
Specialist Knowledge	Understanding of standard operating procedures and emergency action plan Knowledge of health and Safety legislation and other legislation in relation to leisure centre operations		Application form Interview certificates
Skills and Abilities	Ability to work as part of a team. Well organised and a good communicator. Excellent customer care, forward thinker, understands customer needs & expectations including the ability to appropriately correct behaviour of pool users where necessary. The ability to deal with customers and their queries and concerns		Application form and Interview

A Better Life

KA Leisure is a trading name of North Ayrshire Leisure Limited

North Ayrshire Leisure Limited is a Company Limited by Guarantee No.202978 and a recognised Scottish Charity No.SC029780.
Registered Office: 22 Quarry Road, Irvine KA12 0TH; Tel: 01294 315120; Fax: 01294 315140; email: info@kaleisure.com;
www.kaleisure.com



	with tact and sensitivity		
Key Behaviours	Enthusiastic and positive manner Dynamic individual with 'can do' attitude Demonstrates trust, openness and respect in dealing with people Flexible approach to tasks and workload		Application form and interview
Other	Good standard of physical fitness Able to work unsocial hours Ability to work flexible shift patterns eg evening and weekend shifts		Application form and interview

Competencies

Value	Competency	Level of Behaviour Required
Managing Self	Planning, Organising & Decision Making	
	Self Development	
	Change	
Achieving Performance	Customer Focus	
	Continuous Improvement	
	Delivering Results	



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Working with Others	Communication	
	Effective Working Relationships	
	People Management	

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