



leisure



Role Profile

Post Title:	Ice Steward/Recreation Assistant (ice)
Rate of Pay:	Real Living Wage - £12.00 per hour
Responsible to:	Duty Manager
Hours:	7 hours per week average
Location:	Auchenharvie Leisure Centre

Role Summary:

To ensure customers visiting the Auchenharvie Ice rink have a great experience, by delivering excellent customer service.

An Ice Steward's key responsibility is the safety of customers on and off the ice and it is their role to monitor the ice for any health and safety issues that may affect the operation of the ice or the safety of staff and customers. Ice Stewards are the first point of contact for customers and will need strong communication and social skills.

Role Specific Tasks & Responsibilities:

- To always deliver a high level of customer service.
- To be fully conversant with the Normal Operating Procedures and Emergency Action Plan of the Centre.
- To work within, and understand, the company' Policies and Procedures including Health and Safety.
- To be responsible for completing all assigned tasks in a timely manner given by the Duty Manager.
- To undertake tasks such as exchanging shoes for ice skates, stewarding the Ice Rink, cleaning, and tidying.
- To deal with accidents should they occur, providing first aid if needed and calling for assistance when necessary. First aid training will be provided.
- To undertake any other duties and responsibilities as delegated by the Duty Managers.

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.
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www.kaleisure.com



• **ESSENTIAL/DESIRABLE CRITERIA**

	Essential	Desirable	Evidence
Education and Qualifications			<ul style="list-style-type: none"> • Application Form • Interview
Experience	<ul style="list-style-type: none"> • Experience of achieving results and making a difference to customers. • Experienced and competent skater. 		<ul style="list-style-type: none"> • Application Form • References • Interview
Specialist Knowledge	<ul style="list-style-type: none"> • Good understanding of the characteristics and qualities that customers want from an ice rink. 	Knowledge of Health and Safety legislation and other legislation in relation to Ice operations.	<ul style="list-style-type: none"> • Application Form • Interview • Pre/Post-Interview Check (if appropriate)
Skills and Abilities	<ul style="list-style-type: none"> • A dynamic individual with a 'can do' approach and attitude. • Flexible approach to tasks and workload. • Friendly and engaging with customers. • Ability to work flexible shift patterns e.g. evening shifts and weekends • The ability to deal with customers and their queries and concerns with tact and sensitivity. • The ability to work as part of a team. • The ability to deliver high quality service with minimal supervision 		<ul style="list-style-type: none"> • Application Form • References • Interview