

Job Description and Person Specification



POST IDENTIFICATION

Post Title:	Sport and Leisure Services Apprentice
Job Evaluation ID:	2105CE
Grade:	3 £18,887 (SCP03) to £19,264 (SCP04)
Directorate:	Economy and Environment
Division:	Community and Leisure Services
Section:	Sport and Leisure Services
Location:	Leisure Centres across the County Borough
Responsible to:	Centre Shift Supervisor

JOB PURPOSE

To develop a range of work related skills and competencies, gain a sound understanding of the service and wider organisation, and work as part of the Sport and Leisure Services Team to support the effective operational delivery of the service.

To successfully complete a Level 3 Apprenticeship qualification through the Welsh Apprenticeship Framework.

RESPONSIBILITIES

Job Specific

Contribute to the day-to-day operation of the service, undertaking a range of tasks and duties (relevant to the level of development) as directed by the line manager including:

- Assist in the design of individual and service wide programmes and activities in order to deliver customer led, income generating and consequently successful range of sport and active recreation opportunities.
- Assist in ensuring all members and customers using a leisure centre experience a welcoming, safe, secure, clean and friendly environment during their visit.
- Assist in the development of and implementation of minor projects.
- Support and contribute to the marketing and promotion of all activities and facilities delivered by the service.
- Assist Sport and Leisure Services maximise membership referrals and sales by working closely with leisure centre staff, Sport Caerphilly and other internal and external partners.
- Provide feedback to both members of the public and management in order to improve the service, customer satisfaction, usage and income targets, retention of members and new innovative ways of attracting more people to become, more active, more often.
- Support the delivery and maintenance of the QUEST quality assurance system.

Develop sound knowledge and understanding of all aspects of the work relevant to the role and the wider service area.

Complete specific tasks, as directed, in an efficient and timely manner.

Work effectively and cooperatively as part of the team.

Communicate effectively with colleagues, customers and clients.

Undertake a range of administrative tasks and activities.

Use technology to support day to day tasks and operations including (but not limited to) computers and printers.

Use a range of software including (but not limited to) Microsoft Office 360 (Outlook, Word, Excel etc.)

Provide support to senior officers on work projects (relevant to the level of development).

Engage in all work related training and work effectively with the training provider to complete the qualification within agreed timeframes.

Primarily leisure centre based with the potential for some, home or agile based work.

Organisational

Understands and demonstrates the principles of confidentiality.

Work within the policies and procedures of the Council including recognising the duty to protect vulnerable adults, children and young people.

Understands and demonstrates commitment to the Council's policies.

Demonstrate commitment to ongoing personal development.

The duties and responsibilities are difficult to define in detail and may vary from time to time without changing the general character of the duties or level of responsibilities entailed. The post-holder is therefore expected to undertake such other duties as may be requested provided the general character of the duties or level of responsibility does not change.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
QUALIFICATIONS	Ability to undertake a Level 3 qualification on the Credit and Qualifications Framework for Wales (CQFW).	
KNOWLEDGE		An understanding of Council services.
SKILLS	<p>Confident using IT (for example: email and word processing).</p> <p>Able to work as part of a team.</p> <p>Able to complete tasks in agreed timeframes.</p> <p>Good spoken and written communication skills.</p> <p>Able to follow a structured training programme.</p> <p>Committed and motivated to personal development.</p>	<p>Welsh language skills.</p> <p>Able to use your initiative to resolve simple problems.</p>
EXPERIENCE	No direct experience required for this role but candidates will need to evidence a genuine interest to develop skills and experience in this area of work.	
OTHER		Able to travel throughout the County Borough during the working day.

For Office Use:

Politically Restricted:	No
Disclosure and Barring Service Check:	Enhanced
Barred List Check:	Children
Baseline Pre Employment Medical Assessment:	No
Registration:	No
Job Description Completion / Review Date:	09/03/2022