

South Downs Leisure

IDENTIFICATION OF JOB

JOB TITLE	Holiday Programme Coordinators & Assistants
JOB NUMBER	TBC
TEAM	Holiday Programme
WORKING BASE	Worthing Leisure Centre
RESPONSIBLE TO	Duty Officer – Holiday Programme Coordinator

OVERALL PURPOSE OF JOB

To assist in the effective and efficient operation of the children's holiday programme. The holiday programme Coordinator role is a high profile position and is important in ensuring that the holiday programme is a success at Worthing Leisure Centre. The key element of the holiday programme assistant's role is to provide clean, safe and properly supervised facilities and activities for the children of customers to the Leisure Centre – change to attending the activity programme.

MAIN RESPONSIBILITIES

Job Specific duties

- Provide proper and safe supervision of children of all ages within holiday schemes.
- Ensure all children and signed in and out and registered throughout the day
- Ensure clean and safe facilities/activities
- Provide a friendly and welcome service to customers and their children
- Maintain full product knowledge of the services available at the centre and advise customers accordingly.
- Adopt a proactive approach to continuous service improvement
- To follow relevant company policies and procedures for the running of the holiday schemes
- To complete relevant safety checks on all activity equipment
- Set up the activity equipment that is needed for the session.

Customer Service

- Respond to customer enquiries face to face.
- Ensure that a high level of customer service is maintained by being helpful, courteous and

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knowledgeable about products available across South Downs Leisure sites

- Provide a welcoming and efficient customer service
- Seek to build customer loyalty with regular visitors

General

- Provide a high quality service throughout all areas of work (including seeking areas of continuous improvement and development)
- To undertake other duties appropriate to the post that may be requested from time to time by the Line Management and in line with the trust policies.
- Adhere to and keep up to date with all job related Health & Safety legislation and requirements.

Training

- SDL will provide training on Safeguarding and Health and Safety.
- SDL will provide all in-house mandatory training.