

South Downs Leisure

PERSON SPECIFICATION

Information for applicants:

The person specification provides an outline of the experience, skills and abilities we expect the successful candidate to possess. You should match your own skills, experience and abilities to those listed below.

In line with the 2 ticks Government scheme, applicants with a declared disability will be guaranteed an interview where they score at least 2 (out of a 0-3 scale) on each of the criteria weighted with High Importance i.e. score of 2 multiplied by 3 = 6.

Key:

A – Application form C – Certificates I – Interview PA – Practical Assessment

* weighting scale: 1: High Importance 2: Medium Importance 3: Low Importance

Criteria	Weighting	How Assessed (see key above)
Education / Qualifications 1. GCSE Maths and English grade C or above (or equivalent qualification)	3	C
Knowledge 1. Knowledge of leisure centre facilities	3	A, I
Skills 1. Able to provide excellent customer care consistently over the telephone and /or in person 2. Effective communication skills to deal with colleagues and public 3. High standards of accuracy and reliability 4. Good organisational skills 5. Ability to work on own initiative as and when required 6. Good IT skills and working knowledge of Microsoft Office	1 1 1 2 2 2	I I, A I I I I
Experience 1. Experience of dealing with the public in a busy facility 2. Sales experience	2 2	I I
Specialist Knowledge 1. Knowledge of Point of Sale systems	2	I



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Other		
1. Able to adapt to working a shift system with the flexibility to cover colleagues at short notice	2	
2. Must be willing to take on additional training as required.	1	
3. Able to work across sites as needed by the role.	1	



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