

DARLINGTON BOROUGH COUNCIL
ECONOMIC GROWTH AND NEIGHBOURHOOD SERVICES

JOB DESCRIPTION

<u>POST TITLE :</u>	Dolphin Centre Apprentice
<u>PAY BAND :</u>	Apprentice National Minimum Wage
<u>REPORTING RELATIONSHIP</u>	The postholder reports to the Duty Manager.
<u>JOB PURPOSE :</u>	To assist in the provision of a wide range of Leisure Services which are delivered within in a clean, safe and welcoming environment.
<u>POST NO.</u>	POS008399
<u>PDR COMPETENCY FRAMEWORK</u>	Level 1, Expected Competencies for all employees.
<u>TRAINING</u>	You are expected to work towards completing a Level 2, Customer Service Practitioner apprenticeship

MAIN DUTIES/RESPONSIBILITIES

1. To work and communicate efficiently and effectively within the team and the wider departments.
2. To ensure that a high standard of customer service is delivered at all times.
3. To learn the daily activities in order to deal with any initial customer enquiries, complaints or incidents - resolving where possible, or seeking assistance from the Duty Manager.
4. Assist the Management Team in monitoring the behaviour within the facility - deal with unruly elements in a supporting role.
5. To ensure cleaning is completed to the agreed standards within the time allocated.
6. To set up all activity areas to ensure the correct timing and erection of equipment.
7. To learn the importance of building monitoring and always check fittings and equipment during set ups. To report any areas to the Duty Manager that need attention and remove any potential hazards immediately.
8. To assist the team in the implementation of emergency procedures and operational plans where appropriate, eg evacuation and Code Blue situations.
9. To commit to following all the Dolphin Centre Academy objectives and work towards gaining the IOEE Level 2 certification within the role.
10. To continually review training and development opportunities within the role, including the National Pool Lifeguard qualification
11. Carry out your role in line with the Council's Equality agenda.

12. To have a flexible approach to working hours to allow a variety of learning within the buildings opening hours.
13. To comply with Health and Safety policies, organisations statements and procedures, report any incidents/accidents/hazards and take pro-active approach to health and safety matters in order to protect both yourself and others.
14. Any other duties of a similar nature related to the post, which may be required from time to time.
15. Ensure that you work in line with all the Council's policies and procedures and ensure that you are aware of your obligations under these.
16. Behave according to the Employees' Code of Conduct and ensure that you are aware of your obligations and responsibilities re: conflicts of interest, gifts, hospitality and other matters covered by the Code.
17. Darlington Borough Council and schools within the Borough are committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment.
18. You are required to safeguard and promote the welfare of children for whom you have responsibility, or with whom you come into contact, to include adhering to all specified procedures.
19. This post is deemed to be a 'Customer Facing' role in line with the definition of the Code of Practice on the English language requirement for public sector workers.
20. This post is subject to an enhanced disclosure. The successful applicant will be subject to the relevant vetting checks before an offer of appointment is confirmed. Following appointment the employee will be subject to rechecking as required from time to time by the Council.

Date: December 2019

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DOLPHIN CENTRE APPRENTICE
POST NO. POS008399

All appointments are subject to satisfactory references.

Criteria No.	Attribute	Essential (E)	Desirable (D)
	Qualifications & Education		
1	GCSE's Grade A to C including Maths and English (awarded pre 2017) GCSE's Grade 9 to 4 including Maths and English (awarded 2017 onwards) Functional Skills Level 2 in English and Maths	E	
2	Coaching Awards		D
	Experience & Knowledge		
3	An understanding of office systems and procedures	E	
4	Understanding of computer systems and competency in Office Applications e.g. MS Word/Excel and office packages	E	
5	An understanding of the principles of the Data Protection Act	E	
6	Understanding of Health and Safety	E	
7	Awareness of customer care	E	
8	Experience of dealing with customers over the 'phone and face-to-face		D
9	Previous office administration experience		D
	Skills		
10	Ability to communicate effectively both verbally and in writing to a wide range of audiences	E	
11	Ability to deal with a diverse range of situations	E	
12	Ability to apply accurate literacy and numeracy skills to include spelling, grammar, punctuation, percentages and decimals	E	
13	Ability to work to a high degree of accuracy with attention to detail.	E	
14	Ability to receive, record and relay information/messages accurately	E	
15	Ability to work as part of a team	E	

16	Ability to be on time for all duties	E	
17	Ability to organise own work with minimum supervision		D
18	An interest in Sport and Leisure		D
Personal Attributes			
19	Flexibility, willingness and motivation to expand knowledge and experience.	E	
20	Ability to maintain confidentiality	E	
21	Ability to take and follow instructions	E	
Special Requirements			
22	The ability to communicate at ease with customers and provide advice in accurate spoken English	E	
23	Ability to wear the uniform provided as required and provide a clean, presentable and professional image at all times	E	
24	Ability to demonstrate a commitment to customer care	E	
25	Must be prepared to undertake and complete study towards a Level 2, Customer Service Practitioner apprenticeship	E	
26	Must be prepared to undertake in-house training to improve keyboard skills.	E	