

Job Description

Job title	Sport and Leisure Customer Advisor Apprentice
Directorate	PLACE : Regeneration, Community and Culture
Division	Sport, Leisure, Tourism and Heritage
Range	Apprenticeship Level 2
Reports to	Medway Sport Centre Manager

Main purpose of the job:

To learn and develop the skills to:

- contribute to provide a high-quality frontline response to customers and assist in the successful running of Medway Council sports centres for the benefit of customers.
- provide excellent customer service including face-to-face and over the telephone, ensuring all customer complaints and comments are noted and passed to a supervising member of staff.
- to learn to operate till operations and online systems to assist and serve customers.
- to respond to the needs of customers to ensure their time in the sports centre is enjoyable and fulfilling.

Liaise with stakeholders in a way that promotes the [vision and values](#) of the Council.

Accountabilities and outcomes:

The successful candidate will undertake a Level 2 Customer Service Practitioner or equivalent apprenticeship including:

Functional skills in Maths, English and IT (when required)

First Aid at Work

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Organisation:

This role reports to the Senior Customer Advisor

The post holder will be working on shift at the sports centre and the relevant member of the management team will line manage the apprentice's day to day basis.

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

FIXED - The post holder will be permanently based at one of the following sports centre's, Medway Park, Strood Sports Centre, Hoo Sports Centre, Cozenton Park sports centre although they may be expected to work at any location across Medway Sport facilities.



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Person Specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

A good standard of education (or equivalent experience) and a willingness to work towards achieving all the qualifications required to successfully complete the Intermediate Apprenticeship framework as listed.

- GCSEs in Maths and English

Level B (in addition)

- not required

Level C (in addition)

- not required

Knowledge

Level A

Demonstrable ability to communicate in a manner that is easily understood and tailored to meet the needs of the customers

Demonstrable ability to take ownership of work and fulfill agreed commitments, checking work for accuracy.

Level B (in addition)

- not required

Level C (in addition)

- not required

Experience

Level A

Experience of dealing with customers in a courteous and helpful way by keeping them advised of progress and offering them a solution to their problem.

Demonstrable understanding of the process of team working and the part they play in ensuring objectives are met

Previous work experience in a customer service related setting

Level B (in addition)



- not required

Level C (in addition)

- not required
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Skills

Level A

Previous experience of using computer packages; like Word, Excel and Powerpoint is desirable.

Level B (in addition)

- not required

Level C (in addition)

- not required



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