

Job Title: Membership Services Assistant

Department: Infrastructure, Housing and Environment

Division: Sport Division

Reports to: Membership Services Lead

JE Ref: IE1145

Grade: CS05

JE Date: 06/04/2023

Job purpose

Support Customer Service and Sales at Les Quennevais Sports Centre, welcoming customers to the facility and encouraging customers to develop healthy lifestyle changes to complement the Inspiring Active Vision and Mission. Ensuring customers are checked in and are directed to their activities in a timely and efficient manner, ensuring details are appropriately checked and accurately recorded on the relevant system, complying with policy requirements. Processing payments for scheduled activities using pdq machine.

Job specific outcomes

Meet and greet customers at Les Quennevais Sports Facility and respond to basic service requests and enquiries, face-to-face or by telephone, processing bookings for scheduled activities and fitness classes, referring to Membership Services Officers for support where required and working with basic supervision at all times.

Process applications and payments for standard Monthly Passes, directing more complex membership enquiries to the Membership Services Officers.

Support the process of contractor management, by ensuring contractors working on site sign in to the Jersey Property Holdings log book, in line with procedures.

Process Lost property items, recording these in line with set procedures.

Support the process of monitoring the emergency alarm panel, alerting Les Quennevais operational staff if alarms sound, communicating using a handheld radio where required.

Develop a good understanding of the membership schemes, and other Sport Directorate products and services by attending training as necessary which may occasionally require changes to working patterns to attend.

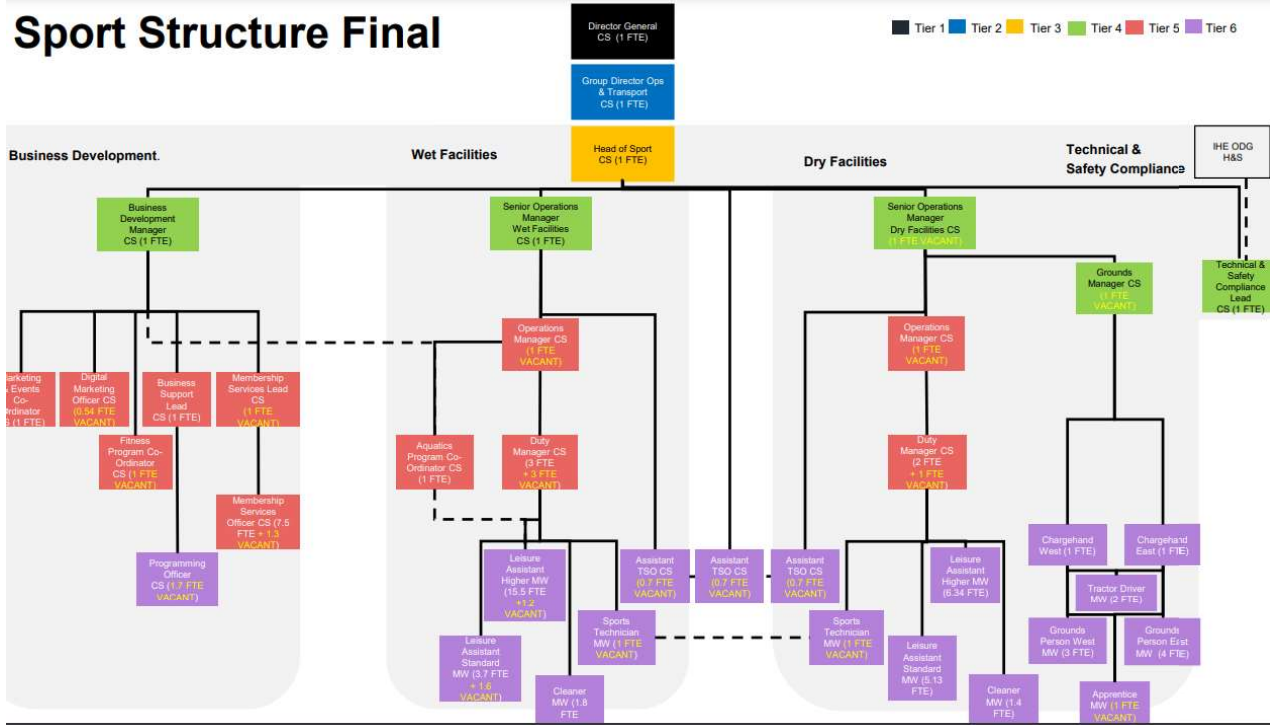
Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

Services

- Membership Services (Front of House at Les Quennevais)

Organisation chart



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	Maths and English GCSE or equivalent.	
Knowledge	The ability to acquire good knowledge of routine work procedures. Strong fluency in English	Knowledge of: The activity and processes of Government Sports priorities, key objectives, risks and issues relevant to the division and the role
Technical / Work-based Skills	Computer literate, with ability to adopt and use basic IT systems – i.e. Microsoft Outlook.	N/a
General Skills/Attributes	Good communicator, with a welcoming demeanour.	

Experience	Experience in a customer service or reception role in a similar environment.	
Criteria relating to Safeguarding	Able to communicate with people of all ages and abilities and report matters of concern to safeguarding lead.	

Core Accountabilities, Attributes and Behaviour Indicators

Delete as appropriate:

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 6 core accountabilities attributes and behaviour indicators.

The standards relevant to this tier, identified in the States of Jersey core accountabilities attributes and behaviour indicators, are to be attached in a separate document.