

# Job Description

## Activity Coordinator



<b>Service Area:</b>	Activity Operations/Customer services
<b>Responsible To:</b>	Facility Operations Managers/Shift Supervisor
<b>Responsible For:</b>	Activities on site

### Job Purpose/Role Summary

Take overall responsibility for all activities on site and customer activity during the start and finish time of the shift including all operational matters. Take overall responsibility for the cleanliness and cosmetic look of the site.

### Main Contacts

Operation Manager, Trust Management team, operational staff, Leisure Trust customers.

### Key Responsibilities

Report directly to the Shift Supervisors and work under the direction of the Operation Managers and Trusts management team to lead the Trust forward, showing leadership and motivation.

Collaborate with the entire management team under the direction of the Shift supervisor and Operations Manager to ensure consistency of message and Trust wide goals are achieved.

Take responsibility for:

#### Activity setup and delivery

- Ensure equipment is set up on correctly and in a timely fashion, and all necessary actions to ensure the facilities are excellently run for the duration of the shift.
- Support all staff in their duties, cover breaks where necessary if trained.
- To report any equipment faults to shift supervisors.
- To have a friendly professional manor at all times.
- To complete any on the job training.

#### Customer Service

- Resolve customer care issues where possible and report all issues and matters to the shift supervisor.
- Perform customer show rounds where able and willing to do so.
- Make opportunities to upsell within the site where possible.
- Deliver exceptional customer service, setting an example and tone in front of customers.
- Deal with or report any eventualities that arise during a shift to the shift supervisor.

Continued overleaf

### **Maintenance, Health and Safety and Administration**

- Complete daily banking, building checks, and other administrative tasks
- Report and maintenance issues, accidents, or problems to the facility shift supervisor.

### **General Responsibilities**

- Any other tasks or responsibilities as required.
- Complete project based work to support the shift supervisor.
- Assist with the shift supervisor.

### **Summary Of Main Duties, Responsibilities And Accountability: All Rossendale Leisure Trust Employees**

- To undertake any training and development as required by Rossendale Leisure Trust Ltd
- To work five days out of seven, in any one week.
- To work at any of Rossendale Leisure Trust's facilities, as and when required.
- To work outside normal hours of work, as and when required.
- To abide by all Health & Safety legislation and all Policies and Procedures of Rossendale Leisure Trust Ltd.
- To maintain confidentiality and discretion in respect of the Trust's operation of its business affairs.
- To achieve and provide the highest possible standards in customer care.
- To undertake any other duties, which may fall within the nature, scope and skill levels of the post.

### **Measurement**

Objectives and targets will be agreed and formally reviewed on a regular basis as part of the Trust appraisal process.

### **Confidentiality**

All information concerning the company business, employees and customers must be treated with the strictest confidentiality at all times.

### **Note**

This Job Description summarises the major responsibilities of the post. It is not intended to exclude other activities, nor future changes to the post holder's responsibilities.

### **Equality Act 2010**

Where appropriate, the duties may be reviewed where an applicant is a disabled person, or an existing employee becomes unable to carry out the full range of duties due to a disability.