



JOB DESCRIPTION & PERSON SPECIFICATION

SERVICE AREA:	Leisure Services	POSITION NO:
SECTION:	Leisure Services	GRADE: 4
JOB TITLE:	Leisure Business Assistant	DATE PREPARED: 01/02/2024
EVALUATION DATE:	03/2024	JE NUMBER: HCL128

DIGNITY AT WORK: To show, at all times, a personal commitment to Looked after Children and treating all customers and colleagues in a fair and respectful way, which gives positive regard to people's differences and individuality (for example, gender, gender identity, nationality or ethnic origin, disability, religion or belief, sexual orientation, age). Assists in ensuring equal access to services and employment opportunities for everyone and promotes the Company's Equal Opportunities in Employment Policy.

PURPOSE:

To assist the Senior Leisure Management Team in providing budget and performance monitoring support, collecting, processing and analysing performance, customer and financial data. Maintaining data bases / data entry, mailing lists, assisting in preparation of monitoring and evaluation reports.

Contribute to an effective control of Leisure software system and support the Leisure Marketing Team with day-to-day social media management, website and app updates and customer enquiries.

Working as the departmental coordinator for a range of administrative tasks including minute taking, the collation of the staff annual training plan, and end of year administration relating to budgets and staffing and tracking and monitoring staff establishment changes.

PRINCIPAL ACCOUNTABILITIES:

Please note decision making must be included within the Principal Accountabilities

1.	Provide an efficient performance monitoring support service by collating financial and performance data, comparing performance against previous records, analysing changes. This activity will include financial, utilisation and customer satisfaction data.
2.	Supporting the Leisure Marketing Team with day-to-day customer enquiries, social media monitoring, website and app updates.
3.	Data input and extraction using leisure and company software systems, spreadsheets and data bases, and ability to analysis skills to translate data for wider circulation.
4.	Contributes to the effective control of leisure operational IT systems and software including Legend and Moving Communities.

5.	Administrative support, agenda preparation, minute taking and meetings management for the Leisure Management Team and other performance management meetings as required, supporting the generation of reports and information. Coordinates monthly Management Team budget monitoring meetings.
6.	Occasional minute taking at disciplinary and grievance hearings and other meetings of a confidential nature.
7.	Supports marketing, customer retention and sales activity through monitoring of financial expenditure, processing of purchase orders and invoices, and budget reconciliation. Keeps accurate records.
8.	To act as departmental Training Plan Coordinator, collating the Leisure Services staff training plan, keeping the plan up to date throughout the year and acting as the central contact point.
9.	Provide administrative support to keep central department records on staff establishment changes with regular liaison with Human Resources to ensure that Oracle and Chameleon are updated to reflect changes.
10.	To provide annual administration support in consultation with Leisure Managers to produce for example, year-end stock certificates, accrual lists, annual leave carry forward and entitlements records.
11.	Support the Leisure Marketing and Business Manager with the regular review of the application of GDPR Data Protection Policy, ensuring booking forms, memberships and consents are in place and mailing lists and up to date.
12.	The Health and Safety at Work etc. Act 1974 and associated legislation places responsibilities for health and safety on Hull Culture and Leisure, as your employer and you as an employee of the company. In addition to the Company's overall duties, the post holder has personal responsibility for their own health & safety and that of other employees; additional and more specific responsibilities are identified in the Company's Corporate H&S policy.
GENERAL: The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility. The postholder must be flexible to ensure the operational needs of the Company are met. This includes the undertaking of duties of a similar nature and responsibility as and when required, throughout the various work places in the Company.	

DIMENSIONS:

All sections should be completed – if there aren't any state 'none'

1. Responsibility for Staff: None

2. Responsibility for Customers/Clients:

Effective interactions and excellent levels of communication to ensure the development and maintenance of positive and professional relations with key stakeholders.

3. Responsibility for Budgets:

Monitoring role of income and expenditure, and process of purchase orders and invoicing.

4. Responsibility for Physical Resources: None

WORKING RELATIONSHIPS:

All sections should be completed – if there aren't any state 'none'

1. Within Service Area/Section:

Regular liaison with staff across the service

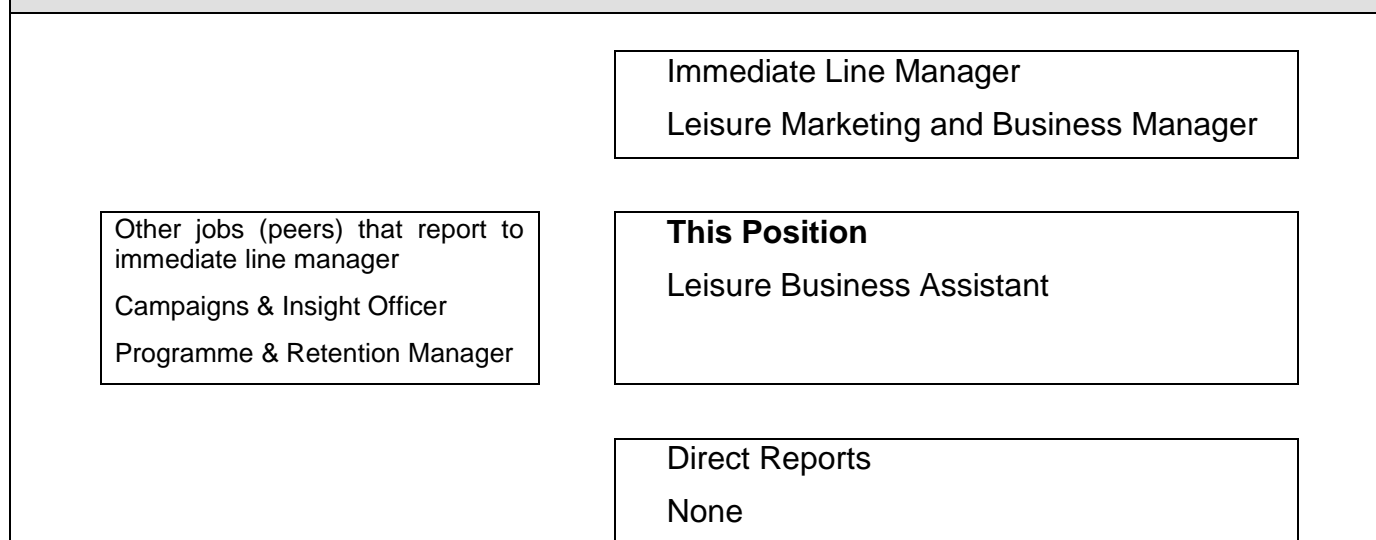
2. With Any Other Company Areas

Managers and staff from other areas of the Company as necessary.

3. With External Bodies to the Company

Dealing with enquiries from service users, other agencies, external organisations, stakeholders and partner organisations. Harvesting data from a variety of external sources.

ORGANISATION CHART:



	Tick relevant level for each category						Supporting Information (if applicable)
	Not applicable	Low	Moderate	High	Very High	Intense	
PHYSICAL DEMANDS: Physical Effort and/or Strain – (tiredness, aches and pains over and above that normally incurred in a day to day office environment).		X				N/A	Office based, and some travel to and from meeting destinations in the city.
WORKING CONDITIONS: Working Conditions – (exposure to objectionable, uncomfortable or noxious conditions over and above		X				N/A	Office based, with some attendance at events, activities and facilities.

that normally incurred in a day to day office environment).							
EMOTIONAL DEMANDS: Exposure to objectionable situations over and above that normally incurred in a day to day office environment.		X					Regular need to work to deadlines.

PERSON SPECIFICATION		Tick relevant column		List code/s*
The information listed as essential (the column that is shaded) is used as part of the job evaluation process. The requirements identified as desirable are used for recruitment purposes only. <i>*Codes: AF = Application Form, I = Interview, CQ = Certificate of Qualification, R = References (should only be used for posts requiring DBS's), T = Test/Assessment, P = Presentation</i>		Essential	Desirable	How identified
1.	Qualifications:			
	NVQ level 2 or equivalent qualification, skills and experience	x		AF, CQ
	The European Computer Driving Licence (ECDL)		x	AF, CQ
	GCSE English 'C' or equivalent	x		AF, CQ
	GCSE maths 'C' or equivalent	x		AF, CQ
	EXCEL Spreadsheet training – Intermediate	x		AF, CQ
	EXCEL Spreadsheet training - Advanced		x	AF, CQ
2.	Relevant Experience:			
	Experience of providing service support to senior officers in a complex and fast-moving office environment. This includes various administrative tasks such as agenda preparation, minute taking, supporting the generation of reports. Using judgement to deal with simple issues to save others time when performing such tasks	x		AF, I
	Experience of delivering minutes and other written materials that are correct first time (showing therefore an understanding of the subject, and preparation for the meeting etc.)	x		AF, I
	Experience of data collection and complex analysis of the performance data derived from a variety of sources	x		AF, I
	Experience of dealing with customer enquiries	x		AF, I
	Experience of budget monitoring and reconciliation; processing orders and invoices	x		AF, I
	Experience in using Microsoft packages	x		AF, I
	Experience of data input and extraction from leisure and business software systems (Oracle, Legend, Moving Communities, Chameleon)		x	AF, I
	Experience in supporting social media management, amending graphic design templates, any other marketing related experience		x	AF, I
3.	Skills (including thinking challenge/mental demands):			
	Ability to work accurately to deadlines with attention to detail	x		AF, I
	Excellent IT skills, including knowledge of Microsoft packages, and in-depth knowledge of EXCEL	x		AF, I
	Excellent literacy and numeracy skills	x		AF, I

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	Good organisational and prioritisation skills, able to work effectively with minimal supervision to meet objectives and deadlines		x	AF, I
	Excellent analytical skills, able to assess data, identify patterns and trends and produce informative and intelligent information	x		AF, I
4.	Knowledge:			
	Operational knowledge of the full range of administrative services provided and experience in establishing and maintaining effective administrative leisure systems		x	AF, I
	Knowledge of databases and spreadsheets. Ability manipulate IT systems to extract required data	x		AF, I
	Knowledge of analytical processes and techniques to translate data into intelligence and information		x	AF, I
	Knowledge of Data Protection Act		x	AF, I
5.	Interpersonal/Communication Skills:			
	Verbal Skills			
	A committed team player. Keen to develop and continually improve both on a personal level and in terms of contributing to the performance of the Company	x		AF, I
	Honest and trustworthy, able to act with discretion when dealing with confidential and commercially sensitive information	x		AF, I
	Written Skills			
	Ability to produce high quality written notes, letters and email responses that are appropriate, timely and accurate	x		AF, I
	Design and preparation of spreadsheets and reports to monitor performance	x		AF, I
6.	Other:			
	If there aren't any state 'none'			
	Ability to travel around the city		x	AF, I
	Willingness to work occasional unsocial hours, including evenings and weekends		x	AF, I
The requirements listed below are not considered during the job evaluation process, but are essential requirements for the role that will be assessed during the recruitment process.				
7.	Additional Requirements:			
	none		N/A	
8.	Disclosure of Criminal Record:			

PERSON SPECIFICATION		Tick relevant column		List code/s*
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	The successful candidate's appointment will be subject to the Company obtaining a satisfactory Basic #Standard/#Enhanced# Enhanced & Barring List Disclosure from the Disclosure & Barring Service (if ticked as an essential requirement). #Service area to delete as required	N/A	N/A	DBS Disclosure
	If the postholder requires a DBS disclosure the candidate is required to declare full details of everything on their criminal record.		N/A	AF(after short listing)
	If the postholder does not require a DBS disclosure the candidate is required to declare unspent convictions only.		N/A	AF(after short listing)