

committed to helping everyone live their best life

It's quite simple. As part of the Active Tameside team, while you're helping others to live their best life, we'll be helping you to live your best life too.

As an awarding winning and compassionate Charitable Trust we have your health, wellbeing and happiness at heart, offering excellent training, development and career progression, a host of benefits including a local government pension scheme and free Active Premier membership with access to all 7 of our facilities. Membership includes gym, classes, general swim, spa and exclusive Les Mills virtual classes on our app - all worth £34.99 per month.

Help us make a difference. Be part of something special.

Casual Customer Service Assistant

Salary:	£8.82 per hour for under 22years of age for small building £9.07 per hour for under 22years of age for big building £9.08 per hour for over 23years of age
Location:	Active Ashton, Active Copley, Active Hyde, Active Ken Ward, Active Medlock and Tameside Wellness Centre
Working hours:	Various
Contract type:	Casual
Closing date:	Open
Job Reference:	AT112

how to apply

To apply for this position please fill out the form online or alternatively complete an application form and return it to **HR@activetameside.com** or Human Resources, Active Tameside, Active Ken Ward, Hattersley Road East, Hattersley, Hyde, SK14 3NL.

Application forms can be found on **www.activetameside.com/job-vacancies** or email **HR@activetameside.com**. For help or advice in completing the application form please contact Human Resources on 0161 366 4814.



here for Tameside, not for profit.

Active Tameside is a registered charity which means 100% of our profits go back into ensuring the best possible facilities and services for the Tameside community.

Find out more at activetameside.com/charity



activetameside.com

job description

To provide an efficient and effective reception service to all customers. Including: promoting the facilities services and programmes to increase sales, take bookings, receive cash, issue tickets and deal with customer enquiries.

role profile

Role Title:	Casual Customer Service Assistant
Grade:	C1/C2
Date:	October 2021
Responsible to:	Assistant Service Manager

Accountabilities:

All our roles play a key part in delivering our strategic themes to achieve our goals:

1. Contribute towards achieving a positive culture in delivering our dynamic and life enhancing strategy and outcomes. Build positive and effective relationships with customers, colleagues, partners and key stakeholders.
2. Provide an efficient and effective information service to customers including, knowledge of products and services to direct customers appropriately and increase sale opportunities.
3. Ensure an efficient booking system is maintained for facilities and services. Be responsible for the receipt of income in line with the Financial Regulations and Accounting Procedures and issue tickets and receipts as necessary.
4. Develop and maintain the highest level of contact and communication with customers and staff so as it ensures confidence in and satisfaction with all Active Tameside's products and services by Utilising and operating telephone and electronic systems in accordance with the duties and responsibilities of the role.
5. Be a flexible and proactive team member who inspires improvements and developments in people, performance and processes. To inspire a "best in class" approach in representing our brand internally and externally.
6. Live and breathe the vision and values of Active Tameside in a customer focused way to drive us to be the best that we can be. To lead by example and to be an active role model in delivering our policies and procedures.

Requirements:

Our recruitment process will include you demonstrating these requirements from your application form, interview and/or assessment(s):

Knowledge

Knowledge of cash handling/accounts

Knowledge of leisure facility operations and services

IT literate- use of Microsoft Office programmes or equivalent

Literacy and numeracy skills

Experience

Experience dealing with enquiries in a customer service environment both face to face and by telephone

Experience in Administrative/booking procedures

Experience in promoting products and services

Operation of electronic equipment/systems/record keeping

Skills

Ability to manage without direct supervision and make effective decisions in complex circumstances.

Effective communication skills and the ability to communicate information to employees and customers

Excellent organisational and planning skills

Ability to work under pressure

Willingness to work flexibly when required

Values

- ★ **Active** - we encourage people to be healthy and active.
- ★ **Champion** - we work and adapt so that we can be the best.
- ★ **Together** - we are there for people that need our help.
- ★ **Integrity** - we are genuine and honest with people.
- ★ **Value** - we respect people's opinions and differences.
- ★ **Enthusiasm** - we enjoy what we do and act positively.

Essential Criteria – in bold

Desirable Criteria – in italics

**our employee
lifecycle**



Hire me Provide a job role that enables me to utilise my unique talents ensuring individuals are fit for purpose and success.

Develop me I am supported by managers that will help me develop as an individual to be the best I can be.

Manage my performance Provide an environment that promotes continuous learning and development. Managers and employees are clear on their mutual expectations and managers provide helpful and constructive feedback.

Engage and motivate me I am able to participate in decisions that affect me and my team. And concerns I have are dealt with urgently with any issues dealt with sensitively and with emotional intelligence.

Thank me My time and extra effort are recognised and appropriately rewarded. Leaders and managers show respect for my time.

Wish me farewell My feedback is appreciated and may enable continued improvements in the workplace for others.