



# LEISURE ASSISTANT

## Overview:

In your role you will effectively carry out operations in relation to both leisure activities and general operational tasks throughout the Pickaquoy Centre. Centre operations will be fulfilled to the highest standard, as specified in the Centre's policies, operating procedures and working instructions.

In this customer-facing role you will act as an ambassador for The Pickaquoy Centre. You will be expected to be a dynamic team member, who thrives in a fast-paced and changing environment.

## Hourly Rate:

£13.45 per hour

## No. of Hours:

35hrs

(part-time applications will be considered)

## Responsible to:

Duty Manager

## Date Prepared:

June 2026

## Why work for the Pickaquoy Centre?

- Free use of facilities
- Local Government Pension Scheme - employers contribution of 15%
- Discounted food and drink in the Picky Cafe
- Various Centre discounts, including Personal Training sessions, Sunbed use, Children's parties, Holiday Camp
- Enhanced annual leave entitlement linked to length of service
- Cycle to Work Scheme
- Contractual Sick Pay Scheme



# Main Duties:

1. Facilitate the daily set-up and take-down of Centre equipment.
2. Participate in the completion of all daily routine cleaning duties.
3. Assist in the maintenance of standards, cleanliness and security of all equipment stores as allocated by the Duty Manager.
4. Follow the correct reporting procedure in relation to Centre equipment and facilities, being vigilant in observing and reporting of any defects and/or unusable equipment.
5. Assist in the preparation of sports pitches and facilities.
6. Assist in the set-up and take-down of sports and meeting/conference equipment for Centre events.
7. Assist in ensuring equipment requested by Sports Clubs and for other external and internal room bookings, is accurately delivered as specified on booking forms.
8. To consistently provide excellent customer service.
9. To assist the management team in the development of the Centre's activity programme.
10. To follow The Pickaquoy Centre's policies, operating procedures and working instructions.
11. Ensure that tasks are always undertaken in respect of health and safety requirements.
12. Assist the other Centre departments as required ensuring the overall smooth operation of the Centre.
13. Assist the Cleaning department with adhoc general cleaning tasks as and when required.
14. Attend regular Leisure Assistant team meetings.
15. Participate in relevant training courses and developmental activities to maintain up to date knowledge and skills required for the role.
16. Ensure that all duties are carried out with due regard for the Trust's Equal Opportunities Policy along with any other associated policies and practices.
17. Remain compliant with General Data Protection Regulations (GDPR) and maintain absolute confidentiality.
18. Undertake other duties as the Senior Management Team require.
19. The post holder may be required to work in other departments/sites operated by the Pickaquoy Centre Trust.

# Person Specification:

Attributes	Essential	Desirable
<b>Professional / Educational Qualifications -</b> <ul style="list-style-type: none"> <li>To hold a current UKCC sports qualification</li> <li>To hold a First Aid qualification</li> </ul>		<ul style="list-style-type: none"> <li>✓</li> <li>✓</li> </ul>
<b>Relevant work / other experience -</b> <ul style="list-style-type: none"> <li>Working knowledge and understanding of the importance of Health &amp; Safety</li> <li>Previous experience in the set up and take down of sport, meeting or conference equipment</li> </ul>		<ul style="list-style-type: none"> <li>✓</li> <li>✓</li> </ul>
<b>Skills and Abilities -</b> <ul style="list-style-type: none"> <li>Ability to deliver excellent customer service</li> <li>Ability to accurately and efficiently follow instructions</li> </ul>	<ul style="list-style-type: none"> <li>✓</li> <li>✓</li> </ul>	
<b>Personal Qualities -</b> <ul style="list-style-type: none"> <li>Excellent communication skills</li> <li>Create a positive and confident impression with Centre users</li> <li>Foster good working relationships with teams within your own service</li> <li>Friendly and approachable</li> <li>Honest, reliable and punctual</li> <li>Ability to work well as part of a team</li> <li>Enthusiasm to deliver and maintain high standards across the Centre</li> <li>Flexible and adaptable to change</li> </ul>	<ul style="list-style-type: none"> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> </ul>	
<b>Additional Job Requirements -</b> <ul style="list-style-type: none"> <li>To become a member of the Protecting Vulnerable Groups Scheme in respect of regulated work with children</li> <li>Attendance at ongoing staff training sessions</li> <li>Adopt the Centre's dress code and be meticulous in own personal presentation</li> <li>Be willing to work on a rota system which will include early mornings, late finishes and weekends</li> </ul>	<ul style="list-style-type: none"> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> </ul>	

We are committed to inclusion and diversity, and welcome applications from groups with underrepresented protected characteristics. We are happy to discuss reasonable adjustments or arrangements for any part of the recruitment or selection process, or for the tasks and duties associated with this role.