

Job Description



Job Title: Gymnastics Operations Assistant

Responsible to: Operations Manager

Duties and Responsibilities:

This is a wide ranging role which will involve assisting with all aspects of the operation of our busy gymnastics facility. Duties of this role may include:

- **Reception duties**, for example:
 - Providing a friendly, welcoming and professional environment for the arrival of members and visitors.
 - Communicating clearly, effectively and professionally with both children and adults.
 - Handling basic enquiries (including those received in person, by telephone or by email as required) and to refer more complex enquiries to the appropriate senior staff.
 - Taking messages for other members of staff and to record and forward them accurately and promptly.
 - Receiving payments and follow set procedures for recording transactions.
 - Tactfully following up on payments which are overdue.
- **Providing administrative support**, for example:
 - Processing membership records
 - Preparing documents
 - Processing financial records
 - Any other administrative duties as required
- **Supporting coaches before, during and after the delivery of gymnastics sessions**, for example:
 - Setting up & packing away equipment for sessions
 - Assisting in the pastoral care of gymnasts
 - Supporting and encouraging gymnasts in undertaking the tasks set by their coach
 - Being a positive role model for gymnasts
 - Where appropriate, leading short low-risk activities, such as warm up sessions, under the supervision and guidance of a coach
 - Where appropriate, providing spotting or supporting assistance to a qualified coach
 - Supervising the dispersal of gymnasts at the end of sessions
- **Housekeeping tasks**, for example:
 - Helping to ensure that public areas are clean, tidy and well presented during opening hours.
 - Cleaning and tidying the gym.
 - Assisting with opening and closing procedures.
 - Cleaning and housekeeping duties at the end of the day
- **Supporting the delivery of events**, such as competitions or training courses, which may include:

- Assisting with the preparation for an event
- Setting up the facility for an event
- Supporting the team during an event
- Clearing up after an event and returning the gym to normal layout

General responsibilities of all non-coaching staff also include:

- Following the direction of the Duty Manager at all times.
- Reporting any problems or complaints to the Duty Manager immediately.
- Taking a proactive approach to using own working time effectively.
- Maintaining confidentiality, behave professionally and support the organisation at all times.
- Dealing with accidents or injuries if qualified to do so.
- Reporting any accidents, illnesses, safety hazards, discipline issues or child protection concerns to the responsible person immediately.
- Taking an active approach to developing relevant knowledge and skills.
- Assisting with promoting and furthering gymnastics in Rotherham at all levels.
- Helping to safeguard the welfare of all members and staff and to take all reasonable steps to minimise the risk of accident or injury.
- Becoming familiar with and adhere to the policies and procedures contained in the Staff Handbook.
- Undertaking other duties commensurate with the level of the post, where reasonably requested by the Centre Manager.

Person Specification



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Essential	Desirable
<ul style="list-style-type: none"> GCSEs in Mathematics and English at grade C or above, or alternative qualifications which demonstrate equivalent or similar literacy and numeracy skills 	<ul style="list-style-type: none"> 5 GCSEs at grade C or above, or equivalent qualifications Any of the following additional qualifications/training would be considered an advantage but are NOT required: <ul style="list-style-type: none"> Sports leadership qualifications Coaching qualifications in any sport Any sport related qualifications, eg GCSE or A-level PE, BTEC Sport Any Information Technology qualifications Any Customer Service or Business qualifications First aid certificate Safeguarding training
<ul style="list-style-type: none"> Experience of being in a position of trust Experience of working as part of a team Evidence of showing commitment to something, such as an organisation, a hobby, a cause or a goal 	<ul style="list-style-type: none"> Experience in any of the following areas would be an advantage (in a paid, voluntary or informal capacity): <ul style="list-style-type: none"> Working with children Working with customers Working in sport Handling money
<ul style="list-style-type: none"> Able to take a flexible approach to the varying demands of the role Able to communicate effectively with colleagues and customers in spoken and written English Able to relate to and communicate with children of various ages Able to listen and follow instructions Able to work efficiently and demonstrate attention to detail in practical and written tasks Able to lift and carry gymnastics apparatus Able to assist with erecting and dismantling gymnastics apparatus Able to use basic computer software such as Microsoft Word & Excel Able to undertake administrative tasks accurately Able to confidently work with numbers and accurately process financial transactions 	<ul style="list-style-type: none"> Any of the following skills would be useful in the role but are not essential: <ul style="list-style-type: none"> Able to use database software Able to demonstrate a professional and helpful telephone manner
<ul style="list-style-type: none"> A professional approach to working with children, colleagues & customers An interest in working with children 	<ul style="list-style-type: none"> An interest in or prior involvement in gymnastics (eg as a participant, at school or volunteering) would be an advantage but is

<ul style="list-style-type: none">• An interest in sport• Trustworthy, responsible, reliable• Hardworking, committed• Polite, confident, friendly, approachable	NOT essential
<ul style="list-style-type: none">• Available to work on a shift basis including daytimes, evenings & weekends• Flexible availability to meet the needs of the organisation	<ul style="list-style-type: none">• Available to work additional hours when needed to cover for absent colleagues or at busy times