

## YMCA CHELTENHAM - JOB DESCRIPTION

<b>Position Title:</b>	<b>Team Member</b>
<b>Location:</b>	Based at YMCA Cheltenham Sports Centre, Cheltenham
<b>Reporting to:</b>	Senior Manager - Physical Health & Sport
<b>Hybrid Working Eligible:</b>	No
<b>Salary Band:</b>	A (prorated based on employee working hours)
<b>Hours Of Work:</b>	As per employee's contract

### JOB PURPOSE

The role of the Team Member, based at the YMCA Cheltenham Sports Centre, will provide a friendly welcome to members and non-members using, visiting and enquiring about the YMCA Sports Centre. The Team Member will efficiently operate the reception area whilst having responsibility for overseeing and maintaining the smooth running of the operation within the Sports Centre during their shift. Where directed they will lead and deliver Sports Centre activities.

The Team Member will demonstrate excellent customer service to fulfil the main duties of this role and ensure all visitors are greeted with a warm welcome.

The Team Member will interact with full-time and part-time YMCA staff, volunteers and service users, including members, non-members and YMCA residents, in providing services and information on behalf of the YMCA.

### KEY DUTIES & RESPONSIBILITIES

#### CUSTOMER SERVICE:

- To welcome people coming in to use the facilities, take and record payments for activities and operate the computerised leisure management system to issue activity tickets where appropriate.
- To take and accurately record bookings for activities.
- To answer the telephone efficiently and in a friendly, professional manner and deal with the enquiry or divert calls as appropriate.
- To ensure enquiries from members and non-members about the activities of YMCA Cheltenham are efficiently dealt with, whether by the team member or by passing on to an appropriate colleague, and ensuring that information given is up-to-date and accurate.
- To welcome members who wish to raise matters of concern, or of thanks, and to pass them on to the designated staff who will follow up the matter.
- To keep the reception and surrounding area tidy and presentable at all times, checking and refilling leaflets and marketing material when needed, reporting any shortages.

#### SPORTS CENTRE ACTIVITIES:

- To deliver and lead sports centre activities where directed by the Sports Centre Manager with

a focus on children, young people and YMCA residents.

- To assist and teach members how to use exercise equipment in the fitness suite (if appropriately qualified).
- To set up and prepare the hall for activities and bookings where and when appropriate and to tidy equipment away afterwards.

#### **HEALTH AND SAFETY AND MAINTENANCE:**

- To ensure the facilities (e.g. sports hall, fitness suite, kitchen, toilets, showers) are kept clean.
- To be aware of and able to carry out security and Health and Safety procedures when required.
- To report any maintenance issues and deal with the instruction appropriately from the property team.
- To do everything possible to ensure the safety of those using the YMCA Cheltenham Sports Centre at all times.
- To manage the fire safety in the building, in the event of the fire alarms being activated.
- To take charge in the event of an emergency. This will involve:
  - assessing the situation
  - calling emergency services if appropriate
  - co-ordinating the safe evacuation of the building as necessary and informing the designated senior staff.
- To follow security procedures for locking up/unlocking and securing equipment and the building. Switching on/off lights and other electrical appliances. Check all keys are returned.

#### **FINANCIAL TRANSACTIONS:**

- To reconcile figures and cash at the end of the shift.
- To ensure that the reception area is left tidy and cash takings are kept secured safely.
- To assist other team members as and when required.

### **PROFILE**

- Ability to manage own workload with minimum supervision, to tight deadlines and to work well in a busy environment.
- A good telephone manner.
- Adaptable and able to handle people of all capabilities and attitudes.
- Effective interpersonal and influencing skills with the ability to maintain good working relationships across a range of staff levels both internally and externally.
- Ability to use leisure management systems and excellent computer literacy.
- Evidence of an excellent standard of literacy, numeracy and English language skills.
- Able to work in a highly confidential way with the ability to apply judgement, common sense, problem solve and find practical solutions to difficult challenges.
- Previous experience of working with children and young people is essential.
- Level 2 qualification (or equivalent) in a relevant sport/coaching qualification is essential.
- A qualification in fitness or personal training is desirable.
- Previous experience of working in a Sports Centre environment is desirable.
- As a member of the Sports Centre team you will be expected to demonstrate the values, initiatives and cultures of the organisation.

## ABOUT THE ORGANISATION

YMCA Cheltenham, founded in 1855, is a registered charity and has become a leading provider of supported housing for the most vulnerable in Cheltenham and Gloucester, alongside other works such as sports facilities, affordable housing and other charitable activities.

YMCA Cheltenham is an organisation founded on Christian principles and, as such, employees may encounter behaviours, artefacts or other elements particular to or representative of the Christian faith in their workplace.

Employees are not required to adhere to the Christian faith, nor any faith, and no such consideration is made by the organisation in employment choices nor in delivering its services – however, we do expect all employees to demonstrate the list of Values shown below while in the workplace.

### ORGANISATIONAL VALUES

As an organisation founded up the Christian Faith, YMCA Cheltenham draws its Values from the Bible, principally as described in Micah 6:8. Our Values are therefore expressed as follows:

#### OUR VALUES

YMCA Cheltenham will **OPERATE** with Equity, Integrity, Openness and Honesty.  
YMCA Cheltenham will **ENGAGE** with Empathy, Kindness, Generosity and Grace.  
YMCA Cheltenham will **BE** Thoughtful, Discreet, Ethical and Respectful to all.

## GENERAL

This job description provides an indication of the roles and responsibilities for the post of the Team member. The job description should not be construed as an exhaustive list of the duties that the post holder may be asked to undertake.

The post holder will be expected to carry out any other duties which may be reasonably requested by the Sports Manager, Head of Health and Wellbeing, and the Chief Executive Officer.

**YMCA Cheltenham is wholly committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. We expect all our staff and volunteers to share this commitment.**