



Commitment to others, Commitment to learning.

Chronicles 28:20 *Be strong and courageous, and do the work.*

Do not be afraid or discouraged, for God is with you.

Title	TOA Leisure Duty Assistant
Date last reviewed:	June 2024
Grade & Salary Range	G3 SCP 2-3 hourly rate £11.59 - £11.79 plus holiday pay
Location	The Oxford Academy
Hours	Working in a shift pattern to cover the opening hours: <ul style="list-style-type: none"> ● 16:30 – 23:00 Monday to Friday ● 08:30 – 15:00 Saturday and Sunday ● 15:00 – 21:30 Saturday and Sunday Some events may require extended hours. Additional shifts are available on a casual basis.
Contract Type	Casual contract: 0 hours Permanent: up to 18 hours per week
Reporting To	TOA Leisure Manager
Additional Information	TOA Leisure is open 7 days a week so hours and working patterns can be flexible for the right candidates

TOA Leisure

We want to become a true hub of the local community, sharing our inspiring new facilities with the families and community that we serve, offering a broad range of activities and events, outside of school hours. Inviting community groups, activities, adult learning and events into the Academy is part of our commitment to sharing our ambitions and our facilities to raise opportunities and standards for everyone.

As an extended school, and as part of the general regeneration programme for Oxfordshire, with our outstanding new facilities, we are keen to provide a range of activities and services to everyone in the local community, meeting their specific needs and opening up the pathway for enriched learning and fun experiences.

During the school day, The Oxford Academy Students and staff have exclusive use of the Academy facilities between 8:00 and 17:00. After 17:00, and at the weekends all of the facilities are available for hire - whether on an occasional basis or as a block booking.

We have many partnerships in place that go a long way to enhancing the learning experience for all our students and the community. These partnerships strengthen the breadth of the curriculum



by bringing in outside expertise, offering work experience and opportunities for development and learning outside the classroom or Academy setting.

Key Job Purpose

To provide all visitors to TOA Leisure Community and Sports facilities' with a friendly and positive experience, through delivering effective customer service and maintaining safe and efficient facilities through supervision and high standards of housekeeping.

Responsibilities:

- Completing your shift in accordance with the rota and completing daily task sheets
- Ensuring all sporting facilities and equipment are suitable for use
- Supervise pupils and members/visitors and ensure their safety
- Deal with phone, email and face to face customer bookings and enquiries
- Undertake regular staff training
- Represent the company when on site in the appropriate manner, including while arriving and departing the site.
- To wear the appropriate uniform and comply with The Oxford Academy and TOA Leisure Code of Conduct
- Respect your colleagues by meeting common goals and standards.

Main Duties

Customer Service:

- Promote quality customer service at all times, dealing with comments and reporting more serious issues to the TOA Leisure Manager
- To assist with booking enquiries, payments and the passing on of messages to the TOA Leisure Manager and the Site Team
- Ensure the Health & Safety of customers at all times
- Ensure all lost property is handled and recorded in line with written procedures
- Provide information and assistance to customers or direct them to reception
- Pupils staff and the public are all customers of the Centre and must be recognised as such

Housekeeping:

- Assist in the preparation and operation of events and activities including the assembly and dismantling of equipment in a timely and safe manner
- Ensuring that all areas internal and externally are left clean and tidy after use
- Ensure all cleaning duties are carried out as specified by the TOA Leisure Manager and in accordance with the school's standards
- Patrol all areas of the school to ensure all facilities are being used in the correct manner



- CCTV observation and reporting of incidents to the TOA Leisure Manager or a member of the Site Team
- Maintain storage areas in a clean and tidy condition and in accordance with store plans
- Securing the site at the end of the day by closing all windows and the locking of all external doors.

General:

- Complete monthly time sheets and holiday requests
- Undertake training as necessary in line with the development of the post and agree with the line manager
- Occasionally, training or meetings are organised outside normal working hours. The post holder will be expected to attend whenever reasonably practicable
- Liaise with the TOA Leisure Manager to focus on ways to improve the Centre.
- Undertake any reasonable request as specified by the TOA Leisure Manager for which you are trained or is within your pay grade.

The Oxford Academy and The River Learning Trust are committed to safeguarding and promoting the welfare of all children and preventing extremism; all staff must ensure that the highest priority is given to following the guidance and regulations to safeguard children and young people. The successful candidate will be required to undergo an Enhanced Disclosure from the Disclosure and Barring Service (DBS) and obtain any other statutorily required clearance. Employment will also be conditional on the receipt of at least two acceptable references (1 from current/latest employer) and evidence of the formal qualifications required for the role.

This job description is written at a specific time and is subject to change as the demands of the organisation and the role develops. The role requires flexibility and adaptability and the employees of the Academy as part of the River Learning Trust need to be aware that they may be asked to perform tasks and be given responsibilities not specified on this job description.



Personal Specification - TOA Leisure Duty Assistant

	Essential	Desirable	Method of assessment
Specialist skills and Experience	Experience of working as part of a team To have good IT skills including the use of a PC and emails Good communication skills	Experience of working within the leisure industry Experience of dealing with emergency situations e.g. first aid and fire alarms Experience of working on reception	Application Application and interview Application and interview
Personal skills	To have a flexible working approach, to be adaptable and able to use own initiative Confident and calm manner when dealing with customers and colleagues		Application and interview Application and interview
Qualifications		First Aid	Application