



Job Title: General Assistant
Responsible To: Operations & Events Manager
Direct Reports: N/A
Place of Work: Ice Sheffield

Purpose of Job:

1. To undertake a wide range of operational tasks as required - including resurfacing and general maintenance of the ice when required.
2. To operate an efficient and effective Reception area handling telephone calls, requests for information, sales, bookings, typing, etc.
3. To work on a work on a shift basis to assist with the daily closing of the building.
4. To deliver an excellent standard of customer service and building presentation at all times.

Key Responsibilities:

1 Core Values

Promote the Company's Core Values through personal behaviour and by challenging behaviour in others that is contrary to the Core Values.

2 Customer

Maintain a high focus of the customers' priorities, ensuring that all practices related to delivering a quality customer service are adhered to. Establish and maintain standards of customer care at a level of excellence. To take a leading role in governing the behaviour of customers whilst on the ice, upholding the skater's "code of conduct" at all times and ensuring that customers do not endanger themselves or others through their actions. To pro-actively take an interest in the enjoyment and entertainment of all customers at all times.

3 People

Work as part of a team in developing and continually improving an expanding leisure operation.

4 Business Development

Develop and maintain effective communication with all customers. Establish formal communication links with line managers for positive contributions regarding new ideas in order to continually review and develop increased sales and customer retention.

5 Operations

Maintain and clean as required all equipment, fixtures and fittings and ensure they are operating to the highest standards, in line with the standard operating procedures. Maintain systems of communication to ensure that all staff and other departments/ sections are kept up to date with

activities, events and policies. Carry out any other duties and responsibilities, including work within other areas of the Centre, as required.

6 Key Performance Indicators

Take part in regular team meetings and staff training sessions. Take responsibility for identifying and pursuing training opportunities to improve knowledge base. Take part in training, both internal and external, as required, in order to fulfil the requirements of the post.

7 Health and Safety

Act in accordance with current legislation, and update knowledge through regular training. Fulfil requirements of evacuation procedure. Carry out any other duties appropriate to the post. To carry out some of the daily building Health & Safety inspections and report all findings to the Duty Manager. To carry out ice resurfaces as programmed or as deemed necessary.

8 Security

To take shared responsibility for ensuring the security of the building and contents at all times through vigilance and pro-active observation. To assist the Duty Management in the end of day closedown procedures.

9 General

Carry out any other duties appropriate to the post. To be a flexible team member able to turn your hand to assist with virtually every aspect of the operation. In the interests of flexibility, productivity and good practice, to undertake any reasonable duties in other areas of the Ice Rink as requested and in accordance with the skills knowledge of this post. This may include covering for colleagues' absence due to holidays, sickness, breaks, etc and working outside your normal hours. To undertake any training that may be required to achieve the level of ability and competence necessary to complete the full range of duties detailed above. To carry out any other duties appropriate to the post.