



Job Title: Sports Van Officer

Responsible To:

Direct Reports: None

Place of Work: Community Settings

Purpose of Job:

- To deliver an exciting, action-packed and adventurous activity programme
- To provide a consistently high standard of service across all delivery sites, through the instruction and co-ordination of children's activity throughout facilities programmes
- To promote the venues branding within all children's activities

Job Summary:

Key Responsibilities:

1 Core Values

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

2 Customer

- To ensure that vibrant and energetic standards are utilised and that every member of the team is focused on providing customers with a positive experience.
- Offer an excellent level of internal/external customer service, dealing with all enquiries and comments in accordance to the company's customer care policies

3 People

- To work as a member of the Sports Van team, working proactively with other members of staff in all other areas of the business
- To ensure that on a day-to-day basis that you are fully aware of your working obligations and that you are both reliable and punctual for your allocated shifts
- Attendance at both meetings and training will be obligatory; however non-attendance will be at the discretion of your line manager

4 Financial

- Ensure all equipment is present and correct after sessions
- Make sure we track any food or equipment that is donated, discarded or lost for auditing purposes

5 Business Development

- To ensure the smooth running of the day to day operation, within the confirmed budget, so that customers are satisfied with the service and budgets are not exceeded.
- To plan and prepare programmes for each activity, with the opportunity to be flexible in approach to meet needs.

6 Operations

- Ensure all procedures are adhered to including
- Rules that ensure safety, Behaviour charter, induction procedure, safe collection of children, managing children with difficulties

7 Key Performance Indicators

- To assist in the delivery of all key performance indicators for the project over a ten week period

8 Health and Safety

- To ensure that the activities complies with all current Health & Safety Legislations
- To report immediately any areas of concerns to either a line manager.
- Adhere to the Company's health and safety policy and procedures at all times.
- Ensure safety checks on vehicles and equipment are complete

Expected Behaviours

ICAN – Our company culture is built on this ethos. Supporting, helping, offering excellent service to all customers, stakeholders, and colleagues.

Counter Terrorism - To ensure you are proactive in ensuring all counter terrorism measures within the venue are adequately implemented and to ensure all relevant training and information sharing in the venue and company counter terrorism practices and risk mitigations are undertaken