

COPLESTON HIGH SCHOOL

JOB DESCRIPTION

POST HOLDER: Leisure Assistant (Keyholder)

JOB FAMILY: LEISURE

GRADE: GRADE 2, SCP 3

LINE MANAGER: SPORTS CENTRE MANAGER

JOB PURPOSE: The post holder will undertake a range of general duties under the direction of the Sports Centre Manager to assist in the smooth running of the sports centre.

LEVEL DESCRIPTION

Work under the direction of the Sports Centre Manager.

All duties will be carried out within recognised procedures or guidelines.

May include ad hoc duties, which require some initiative.

Work according to programme, making day-to-day decisions about own workload, within a clear framework.

There will be some need to interpret information or situations and to solve straightforward problems.

Problems will be referred to line manager, who will be available for direction and guidance.

MAIN DUTIES AND RESPONSIBILITIES

- Ensure the premises are opened for the start of business and secured at end of shift.
- Act as first point of contact for visitors, answer the telephone and deal with enquiries.
- Check answerphone each shift and deal with any enquiries.
- Administer all aspects of the Centre's bookings and courses, in person and via the telephone.
- Deal with customer enquiries as appropriate maintaining a high level of customer care.
- Ensure centre is clean and tidy at all times. Undertake cleaning duties as directed following health & safety policies and procedures.
- Ensure centre's equipment is used safely.
- Greet hirer upon arrival of their session, where this is not possible ensure at least one interaction with hirer each session.
- Administrator first aid as required.
- Set up and dismantle centre's equipment in accordance with safety standards.
- Undertake routine maintenance checks of equipment and identify and report repairs
- Make routine health and safety checks throughout the premises.
- Complete accident/incident reporting records as required.
- Ensure all restricted areas are properly secured and monitored.
- Ensure all check sheets are completed daily
- Identify and record any requests for replenishing stock.
- Undertake clerical duties as required.
- Record all incidents or concerns via email to the centre manager before the end of the shift.
- To dress smartly in the uniform provided and to conduct oneself in a professional manner.

Personnel

- Undertake hours/duties as identified.
- Comply with all personnel policies and procedures in relation to shift changes, booking leave, reporting sickness etc.

Safeguarding

- To liaise with safeguarding officers in accordance with school policy if and when appropriate.

OTHER INFORMATION

This outline job description sets out the main duties associated with the purpose of the post it is assumed that other duties of a similar level/nature are not excluded because they are not itemised.

The duties of this post could vary from time to time as a result of new legislation, changes in technology or policy and routines; appropriate training may be given to enable the post holder to undertake this new/varied work.

September 2026

PERSON SPECIFICATION -

Area	Essential
Qualifications & Experience	• Current First aid qualification or willingness to undertake First Aid training. • Experience of dealing with customers or working in a customer focussed role.
	Desirable
	• Customer service qualification. • Experience handling bookings, enquiries or administrative tasks. • Experience of opening and securing premises.
Skills and Knowledge	Desirable
	• Awareness of Health and Safety requirements in the workplace. • Understanding of confidentiality and professional conduct. • Awareness of safeguarding responsibilities. • Knowledge of sports centre operations and equipment. • Ability to communicate effectively both in verbal and written communication.
Personal Qualities	Essential
	• Pro-active, approachable, friendly and professional • Honest, punctual and reliable • Flexible approach to working arrangements and hours • Willing to undertake the necessary training to carry out the role and enhance the services delivered by the school
	Desirable
	• Able to work unsupervised and use initiative yet also work well as a team

All staff employed at Copleston are expected to support the culture and ethos of the school as directed by the Principal.

All staff, including a Leisure Assistant, are expected to accept, abide by, and promote the professional expectations and procedures as outlined in the Staff Handbook, and are expected to adhere to, and actively support, all school policies.

All staff must undergo a Disclosure and Barring Service check and Safeguarding Training.