

Job Description

Job title	Tag Active staff– Dry side facility
Reports to	Duty Officer
Direct reports	N/A
Grade	4
Salary range	£12.65 - £13.05 per hour

Job purpose

To assist in the day-to-day operation of the Play/TAG area or Holiday Activities programme, to support the smooth running of the facility by assisting in the preparation and practical deliveries of all activities and services.

Duties and responsibilities

- Provide physical demonstrations & verbal instruction through safety talks.
- Supervision of the play/activities areas to ensure customers are playing safely and adhering to the 'rules of play'.
- Controlling admissions and maintaining such records as required.
- Act as party host and provide party guests with a first-class level of customer service, including but not limited to helping to serve drinks and food, cutting the cake, singing happy birthday, etc.
- Delivery of sports & physical activities to a range of young people during the school holidays.
- Ensuring that users vacate the facilities at the correct time.
- Acting as Leader/Coach in the promotion of activities and events.
- Ensuring that the appropriate equipment is set out at the right time and in the correct places and that equipment is immediately returned to the appropriate storage area after use. Completing checks against any lost/damaged equipment.
- To assist in the day-to-day delivery of all activities and services provided within the centre.
- To provide relevant support, advice and supervision as required by the



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specific programmes and events.

- To deal with customer enquiries as appropriate and to provide general information and advice regarding the centres programmes of events and activities.
- To undertake general maintenance tasks as directed by the Duty Officer.
- Ensuring a high standard of cleanliness is maintained throughout the building, especially in key areas like facility entrance, changing rooms and activity areas.
- Undertake duties in accordance with Health and Safety standards.
- Post holders will normally be based at a particular Sports Centre but will be expected to have a flexible attitude as officers will be required to work at any of the Council's establishments.
- Assist in the training and development of new members of staff as required.
- Attend any relevant training courses as required.
- In the event of a declaration of a civil emergency or business continuity event you will be expected to undertake appropriate duties as directed by your line manager these may include working outside the normal working time parameters.

Working conditions

Must be prepared to work unsocial hours & additional hours to cover for holidays, sickness etc., plus work at all establishments, as and when required.

Physical requirements

Must be physically fit & capable of heavy lifting.

Corporate Duties and Responsibilities

To familiarise yourself with the principles of, and key Council documents and policies relating to:

- Health and Safety at Work.
- Equality and Diversity.
- Data Protection (Employees must at all times abide by the principles of the UK GDPR, Data Protection Act and Council policy and guidance)
- Customer Service.



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- Community Safety (Section 17 of the Crime and Disorder Act requires the Authority and individual employees to consider how community safety can be improved when the functions of the Authority are exercised).
- Safeguarding Vulnerable Adults
- Child Protection Policy.
- Risk Management.

This job description sets out a summary of the key features of the role. It is not intended to be exhaustive and will be subject to review (on an annual basis).

Any other duties commensurate with the grade as determined by management.

Any job description provided to you by the Council will not form part of your contract of employment.

Approved by:	Centre Manager
Date approved:	July 2024
Reviewed:	January 2025