

**OPERATIONS ASSISTANT- LEISURE**

**JOB DESCRIPTION**

**Job title**: Operations Assistant - Leisure

**Based**: Hyde Park Boat House, Serpentine Lido and The Regents Park Boating Lakes.

**Salary**: £13.85 per hour

**Terms**: Fixed term on a full-time or part-time basis, (up to 40 hours per week) until 27th October 2025

26 days annual leave, pro rata for the duration of your contract, plus public holidays.

 A pension scheme and healthcare plan are available.

**Reporting to:** Team Leaders and Leisure General Manager

**Responsible for:** N/A

**Internal relationships:** Lifeguards, Customer Service Assistants – Leisure and Leisure Support Officer, Team Leaders - Leisure, Head of Commercial Leisure, Park Operation teams.

**External relationships:** Customers, Visitors to parks, Third Party Concessions.

**BACKGROUND**

The Royal Parks is a charity that manages over 5,000 acres of diverse parkland, rare habitats and historic buildings and monuments in eight Royal Parks across London. These are: Hyde Park, Kensington Gardens, The Green Park, St James’s Park, The Regent’s Park and Primrose Hill, Greenwich Park, Richmond Park and Bushy Park. We also manage other important public spaces including Brompton Cemetery and Victoria Tower Gardens. Our eight Royal Parks and other public spaces are among the most visited attractions in the UK with 77 million visits every year.

We operate three water based commercial opportunities across Hyde Park and The Regents Park.

In Hyde Park, we operate boat hire from a boathouse on the northern side of the Serpentine, and swimming at the Serpentine Lido. The Serpentine Swimming Club swim there year-round, and the Lido opens for general public swimming in the summer months.

In The Regent’s Park, we operate boat hire from a boathouse on The Regents Park lake, as well as children’s boating on a children’s pond.

These services have previously been outsourced and run by concessions. We are in the process of insourcing these water-based activities to form part of the leisure provision of The Royal Parks. The services operate 7 days a week until the end of October.

**JOB PURPOSE**

To champion health and safety while providing operational support at the insourced leisure services in Hyde Park (boating), The Regents Park (boating) and The Serpentine (swimming) under the direction of the Operations Team Leaders. To provide operational support in all areas to ensure delivery of an exceptional customer experience.

**MAIN DUTIES/RESPONSIBILITIES**

1. Proactively direct and manage customer behaviour during use of the lido and boating.
2. To provide service to users in accordance with site NOP and EAP
3. Support managing customer flow and safety and manage expectation of waiting times where appropriate.
4. Actively engage with customers, encouraging repeat bookings, dealing with any customer queries, handling and escalating complaints, and delivering a high level of customer service.
5. Deliver high quality services and standards within the venues.
6. Assist with daily operations ensuring effective, accurate and timely set-ups, take-downs and changeovers.
7. Assist with the preparation of all areas for activities and special events as required.
8. Undertake all day-to-day cleaning, maintenance, minor repairs and remedial work of relevant equipment and fittings to the highest possible standards as directed by the Team Leaders - Leisure.
9. Undertake inspections and bringing to the attention of the Team Leaders - Leisure any faults or major repairs.
10. Work collaboratively as part of venue operations on a shift rota basis, ensuring the efficient and effective operation of the facility.
11. Undertake Customer Service Assistant - Leisure duties as necessary.
12. Partake in team briefings disseminating venue initiatives, procedures and communications
13. Be responsible for first aid in emergency situations.
14. Ensure all concerns of a safeguarding nature are referred in a timely and appropriate manner
15. Adhere to the Equality and Diversity Policy, Health and Safety procedures, operating procedures, customer service standards and uniform policy at all times.
16. Maintain own mandatory qualifications, licensing and CPD/ training

**PERSON SPECIFICATION**

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| **Selection criteria** | **Essential / Desirable** |
| **Experience** |
| * Previous experience in the leisure, hospitality or service industries
 | **D** |
| * Previous experience of working with high volumes of customers.
 | **D** |
| * Experience of delivering an exceptional customer journey.
 | **D** |
| * Experience of complying with health and safety procedures.
 | **D** |
| **Skills, knowledge and ability** |
| * Ability to manage customers and resources to achieve smooth operations and a great customer experience.
 | **E** |
| * Ability to work flexibly - managing changing and competing priorities and absorbing new information rapidly to address issues.
 | **E** |
| * Organised with ability to prioritise managing tasks simultaneously and perform effectively under pressure.
 | **D** |
| * Ability to build effective working relationships, to foster collaboration to achieve objectives.
 | **D** |
| * Ability to identify, analyse and act to effectively manage risk.
 | **D** |
| * Good oral communication skills, Strong ability to effectively communicate with a range of audiences
 | **D** |
| **Other** |
| * Commitment to The Royal Parks’ values of being responsible, excellent, inclusive, open and respectful, and a commitment to supporting diverse and inclusive teams
 | **E** |
| * Affinity with TRP’s charitable objectives and purpose.
 | **E** |

The Royal Parks is committed to creating a diverse and inclusive workplace and is an equal opportunity employer. We encourage applications from candidates from all backgrounds and successful candidates will be appointed on merit.

The Royal Parks is committed to safeguarding and promoting the welfare of children, young people and adults at risk from harm, and expects all staff and volunteers to share this commitment and follow the organisation’s policies and procedures. The Royal Parks provides an awareness training programme on Safeguarding for all staff, and further in-depth training for those working with children, young people or adults who may be at risk of harm.