Redenhall with Harleston Town Council

Clerk: Mrs. C. Crane

Job Title: Front of House Leisure Centre Assistant
Service: Leisure
Location: Harleston Community Leisure Facility
Hours and Shift Pattern: The average working week is 30 hours, although flexibility is available and hours may be negotiable for the right candidate. Working hours and shift patterns will be agreed to meet operational requirements and may be scheduled within the following operating hours:

- Monday to Thursday: 6:00am to 9:45pm
- Friday: 6:00am to 8:45pm
- Saturday: 7:45am to 3:15pm
- Sunday: 7:45am to 1:15pm

The role will include evening and weekend working on a rota basis. Shift patterns will be agreed in advance and may vary according to the operational needs of the service.
Contract: Permanent
Pay: At least the applicable National Minimum Wage or National Living Wage rate (depending on age)
Reporting to: Duty Manager
Probation Period: Appointment is subject to the successful completion of a four-month probation period.
Job Summary: Working as part of the Leisure Centre team, the Front of House Leisure Centre Assistant will help ensure the smooth, safe and efficient operation of the facility. The postholder will contribute to creating a welcoming environment for customers, encouraging participation in activities and promoting the services offered by the Leisure Centre.
The role involves a combination of customer service, reception, administrative, cleaning and operational duties. The postholder may also be required to undertake reasonable additional duties to support the effective running of the facility.
Key Roles and Responsibilities:

- Ensure the Leisure Centre is maintained to a high standard of cleanliness and presentation.
- Undertake cleaning duties in accordance with established schedules and procedures.
- Maintain the cleanliness and tidiness of the gym, weights room and other activity areas.
- Carry out reception duties, including welcoming customers and responding to enquiries.
- Process payments and handle cash in accordance with Council procedures.
- Assist with administrative duties and record keeping.

- Set up and put away equipment as required.

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- Promote the Leisure Centre's facilities, activities and health and fitness opportunities.
- Wear the approved uniform and name badge whilst on duty.
- Ensure compliance with all health and safety procedures and requirements.
- Report maintenance, security and safety issues promptly to the Duty Manager.
- Assist in ensuring the security of the building, equipment and facilities.
- Undertake any other duties reasonably requested by the Duty Manager that are commensurate with the grade and responsibilities of the post.

Skills and Experience

- Good IT skills, including experience of using Microsoft Office applications.
- Polite, professional and customer-focused manner.
- Good verbal and written communication skills.
- Ability to interact effectively with members of the public and colleagues.
- Ability to work as part of a team and on own initiative.
- Good organisational skills and attention to detail.

Appointment to this post is subject to satisfactory references and right to work checks. The Council is an equal opportunities employer, welcomes requests for reasonable adjustments during the recruitment process, and processes applicant information in accordance with its Privacy Notice.

Closing date: Sunday 8th November 2026
Interviews will take place on Tuesday 10th November.
Start date: “as soon as possible (to be agreed)

Email your C.V and covering letter to Ross Lomax
ross.lomax@harlestontowncouncil.co.uk