



THE SPORTS TRUST

Role Profile and Scorecard

Marshall

Date: June 2024

Location: F51

Reporting to: Youth and Schools Partnerships Project Manager

Role Profile

Mission

This role exists to ensure the smooth operation of F51 by providing exceptional customer service across all customer engagement areas: skate, climbing, boxing, café, hire and reception. Representing The Sports Trust professionally, and delivering guided learning to users, thereby enhancing the overall customer experience.

Key Outputs

- Customers feel welcomed, supported and valued, leading to positive experiences at F51.
- All engagement areas (skate, climb, boxing, café, hire, reception) operate seamlessly and efficiently.
- The Sports Trust is consistently represented in a professional and positive manner.
- Users receive valuable guidance and support, enhancing their skills and enjoyment of F51 facilities.
- Marshalls utilise their diverse skills to improve service quality and operational effectiveness.
- Marshalls are continuously developing their skills and knowledge ensuring high standards of service.

Key Responsibilities

- Provide friendly and professional assistance to a diverse range of customers.
- Assist and lead group programmes such as school activities, parties, events, breakfast clubs and after school activities.
- Support holiday camp programmes for young participants.
- Address customer enquiries and resolve complaints promptly.
- Rotate between different zones including climbing, bouldering, café, reception, boxing, studio and skate floors.
- Perform maintenance and cleanliness tasks to ensure the park is well maintained.
- Follow all health and safety policies.
- Maintain up to date safeguarding and first aid certifications and attend mandatory training sessions.
- Facilitate membership sign-ups, merchandise sales and café purchases.

- Develop add-on sales opportunities to support the park's commercial operations.
- Work with colleagues to create an inclusive and welcoming environment.
- Remove barriers to participation and uphold The Sports Trust's values.
- Represent The Sports Trust professionally and be knowledgeable about its community work.
- Identify potential athletes for the ambassador programme.
- Conduct risk assessments for all duties.
- Stay committed to ongoing training and development opportunities.

Role Specific Competencies

- **Customer Service Excellence:** Ability to provide outstanding service, ensuring a positive experience for all customers.
- **Adaptability and Flexibility:** Ability to adjust to different roles and tasks within various areas of F51 based on business needs
- **Safety and Compliance Awareness:** Knowledge and application of health and safety, and safeguarding policies to ensure a safe environment.
- **Programme Leadership and Assistance:** Capability to lead and assist in diverse programmes and activities for various groups.
- **Sales and Commercial Acumen:** Ability to promote and develop sales opportunities to support the parks commercial operation.
- **Team Collaboration and Inclusivity:** Strong team player who collaborates effectively to create an inclusive and welcoming environment.

Living our Values at The Sports Trust

Our values are the driving force behind our work:

Fun
Originality
Local People
Kindness
Equality

We, as The Sports Trust, live and perform to these values in all the work we undertake for the community.

Background (Qualifications, Skills, Experience)

- Previous experience in a customer service role.
- Experience in a versatile role requiring adaptability and flexibility.
- First Aid certification, or willingness to complete training.
- Training in specific activity areas (e.g. climbing, boxing or skateboarding). Desirable.

- Experience in an activity-specific role (e.g. climbing, boxing or skateboarding). Desirable.
- Friendly and professional demeanor, active listening, prompt resolution of issues.
- Ability to provide outstanding service, ensuring a positive experience for all customers.
- Versatility in duties, willingness to rotate between zones, readiness to perform maintenance and cleanliness tasks.
- Knowledge and application of health, safety, and safeguarding policies to ensure a safe environment.
- Capability to lead and assist in diverse programmes and activities for various groups.
- Ability to actively promote memberships, merchandise, and café sales, identification of sales opportunities, contribution of the park's financial sustainability.
- Strong team player who collaborates effectively to create an inclusive and welcoming environment.

Success Criteria

Criteria	Platinum (4)	Gold (3)	Silver (2)	Bronze (1)
Key outputs	Delivers & exceeds against objective set	Achieves objective >75%, quick to adjust and Improve	Achieves objective > 50%. Often needs coaching	Achieve < 50% of objective. Shows little capacity to achieve results
Key Responsibilities	Owns & consistently fulfils this task and initiates continuous improvement ideas	Shows ownership & consistently fulfils this task	Task is sometimes completed, but needs more ownership and consistency	Task is often left incomplete
	Expert and	Consistent, uses	Demonstrates	Demonstrates

Competencies	consistent demonstration of this skill under all circumstances	this skill to deliver desired results > 75% of the time, getting stronger	this skill >50% of the time. Working on and improving	this skill < 50% of the time. Has difficulty assimilating this skill
Living our Values	Lives them even when personally detrimental	Consistent, even at expense of short-term results	Buys into values, but falls short under pressure	Gives lip service. Uses Core Values to benefit self

Assessment

Name and Date:

INSERT

Position:

INSERT

Reports to (name & position):

INSERT

Quarterly Objectives (linked clearly to Key Outputs)

	Level achieved
	Level achieved
	Level achieved
	Level achieved

Comments:

Key Responsibilities

Assessment rating

Budget responsibility	INSERT
Confident leadership and decision making within the team	INSERT
Clear and timely reporting to both staff and leadership team	INSERT
Competencies	Assessment rating
Calm and efficient leadership	INSERT
Customer focused delivery	INSERT
Positive attitude	INSERT
Living our Values	Assessment rating
Fun	INSERT
Originality	INSERT
Local	INSERT
Kind	INSERT
Equality	INSERT