



RECRUITMENT PACK

HOSPITALITY ASSISTANT - MYACTIVE
LEEK



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A MESSAGE FROM OUR MANAGING DIRECTOR

Thank you for your interest in joining MyActive in what can only be described as a career-defining opportunity to become the General Manager of MyActive Leek.



About MyActive

Established in October 2024, by Staffordshire Moorlands District Council together with its strategic alliance partner, High Peak Borough Council, we are a community focused, active wellbeing company established with a purpose of helping local people to move more.

We have the privilege of operating a wide range of facilities and services across the Staffordshire Moorlands and High Peak areas, in the attractive market towns of Cheadle, Biddulph, Buxton, New Mills and Glossop. Our life changing services also reach out to communities, collaborating with local systems and partners to help tackle inequality, long term health conditions and isolation.

This exciting opportunity in Leek offers the chance to lead what is essentially a brand-new facility from day one, preparing for its opening, assembling a new team, creating engaging, life-changing experiences and building a high performing culture which has people and community impact at its heart.

Our future is bright; together with our Council partners, we are investing in our people and facilities, which makes this a perfect time for you to join us.



Rob Wilks

ABOUT MYACTIVE LEEK



MyActive Leek sits within the beautiful green space of Brough Park, in the heart of the Staffordshire Moorlands. Designed not just as a leisure centre, but as a welcoming anchor for the whole community; a place that supports people to move more, feel better and live healthier lives day to day.

The transformation of MyActive Leek, led by Staffordshire Moorlands District Council, is one of the most ambitious projects in our journey towards modern, inclusive active wellbeing service. The £17 million project has been funded by £10.8m from the UK Government, £3m from the Council, £1.8m from Sport England and over £1.1m from Salix for decarbonisation measures.

When it opens in Summer 2026, MyActive Leek will offer a thoughtfully designed indoor and outdoor spaces which encourage movement, fun, prevention, rehabilitation, community connection and friendship. The facility will include:

- 25m main pool and separate teaching pool
- Extended fitness suite and group exercise studios
- Adventure soft play with party area
- Active wellbeing suite to support new to exercise or health-based referral programmes
- Spaces that enable family activity, inclusive programming and partnerships with local health, education and community organisations
- A centre layout that puts accessibility, comfort and member experience at the heart of every visit





HOSPITALITY ASSISTANT

About the role

At MyActive our Hospitality Assistants will be providing a professional, welcoming, and a customer-focused hospitality service by playing a key role in supporting Alliance MyActive Wellbeing Ltd's core purpose and values.

This involves delivering outstanding, customer-focused experiences, as part of the "One Team" approach, that promote the benefits of movement and physical activity for health and wellbeing, while collaborating proactively with customers, colleagues, and partners to be the community's preferred health and wellbeing service provider.

Location

MyActive Leek

Salary

£12.71 per hour

FTE £26,538.00

Reports to

Hospitality Coordinator/Duty
Manager/General Manager

What you'll be doing

- Deliver a professional and welcoming customer experience
- Provide high-quality food and beverage preparation and presentation
- Comply with all food hygiene, health, and safety standards
- Manage deliveries and maintain stock control
- Handle cash payments accurately and complete reconciliations
- Assist with coordinating special functions and events
- Provide a warm welcome and engage positively with customers
- Handle customer inquiries in person, online, and by telephone
- Manage feedback and complaints efficiently and professionally
- Promote company programs and products proactively
- Maintain clean, tidy, and welcoming hospitality areas
- Communicate effectively with colleagues across the site
- Be flexible in supporting wider customer service duties
- Act as a professional ambassador for the company at all times
- Build company values and Code of Conduct into daily work
- Adhere to safeguarding policies for children and adults at risk
- Promote diversity, inclusion, and a safe environment for all

View the full job
description and person
specification and apply here:

myactive.uk/Careers



About you

Our Hospitality Assistants will be expected to be a friendly, approachable, and highly professional individual who demonstrates excellent communication and organisational skills, including the ability to prioritise tasks and meet deadlines.

Essential personal attributes include being reliable and flexible, with a willingness to work various shifts, including evenings and weekends, while always exercising confidentiality, discretion, and sensitivity.

The individual must act as a committed ambassador for Alliance MyActive Wellbeing Ltd., consistently upholding a professional approach and actively championing the organisation's culture and values.

Crucially, the assistant must show a strong personal commitment to supporting the benefits of health and wellbeing through physical activity and have a proven track record of promoting and supporting diversity and inclusion

Why join MyActive?

At MyActive, we believe in the power of movement to transform lives. We're proud to deliver services that go beyond fitness. We are passionate about tackling health inequalities, building community connections, and supporting wellbeing for everyone.

You'll also benefit from:

- Access to our MyActive facilities
- Ongoing professional development and training
- Opportunities to contribute to regional wellbeing initiatives
- A supportive and collaborative workplace culture

View the full job description and person specification and apply here:

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