



We are Recruiting!

We are looking for experienced Senior Managers to join our team of Quest Assessors!

How fulfilled are you in your current role? Becoming a Quest Assessor has many benefits for both you and the leisure industry! If you are an experienced leisure manager with a true passion for improving your facilities and the leisure industry as a whole, becoming a Quest Assessor is guaranteed to develop your skills as well as others, help you grow in your career, and improve the leisure sector's offerings. It's a win-win situation reaching the same common goal.

Please note: Ideal candidates will be either a current Quest customer or a previous Quest customer.

Job Title: Quest Assessor

Reports to: Head of External Accreditations

Person Specification

Essential Skills

- At least 5 years of leisure facility management or active communities' management experience
- Extensive knowledge of best practices in general health and safety management and of leisure-specific operational requirements
- Good interviewing, people, time management and IT skills
- Able to keep CPD records up to date
- Flexible approach to working patterns
- Ability to identify areas of performance improvement to assist centres and teams to improve their services/ business
- Report writing experience with effective use of the English language

Desirable Skills

- Recent or current experience of a facility or a team going through a Quest assessment
- Personal interest in sport, recreation, health, and wellbeing
- Knowledge of Moving Communities
- Trained as a Quest Mystery Visitor.

Job Description

Overview of the Role

- To assess a leisure facility or active communities' team against set Quest modules to achieve Quest accreditation.
- To ensure the process is as straight forward for the leisure facility or active communities' team as possible – this should be a two-way interactive process
- To complete all the administrative tasks needed as part of this role, including writing a detailed report that is linked to the Quest module guidance
- To complete all internal and external training so that you can deliver Quest and linked accreditations to the required standard



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- To act as a Quest ambassador and advocate the scheme.
- To attend general and any compulsory Quest Assessor training sessions arranged by the Quest team
- To be committed to personal development within sport and leisure and to show evidence of this by completing and submitting a CPD form into the Quest office by 31st December each year
- Always follow the Quest Code of Conduct

Job Tasks – Pre-Assessment

- Respond to allocation emails within the set time periods
- Book in the assessment directly with the leisure facility or active communities' team, within 10 calendar days of receiving the contact details from the Quest team
- Ensure assessments are booked within the time limit set by the Quest team, if the leisure facility or active communities' team are unable to complete the assessment within that time limit you must liaise with the Quest team on the next steps
- Inform the Quest team of the assessment date once booked, if the leisure facility or active communities team cancel at any point, this must be forwarded to the Quest office straight away

- Ensure you are fully prepared for the Quest assessment in plenty of time
- Agree on an assessment plan with the leisure facility or active communities' team at least 2 weeks before the assessment. This should include clear guidance with reference to the evidence required for the Compliance Declaration module.
- To contact the Quest office at least 7 days before the assessment if the report template has not been received or if there is any issue with the module choices on the template
- To read the mystery visit prior to the assessment date

Job Tasks, post-assessment

- For a Facility Management assessment, the assessor must contact the mystery visitor directly if there are any discrepancies in the report and make the amendments necessary to the report if needed
- Do not "sit" on the report if the Compliance Declaration was unsatisfactory
- Submit the assessment report within 10 calendar days following the assessment
- Submit an invoice following the submission of the report, which is to be paid by BACS at the end of the following month
- If self-employed, ensure that all work completed on behalf of Quest is declared as per the latest HMRC guidelines.



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Benefits of the role

- Transferable skills - being a Quest assessor whilst either working as a leisure operator or having worked previously as a leisure operator builds up transferable skills that otherwise would not be attained and can be applied to the work relevant to either role.
- Keeping up to date with industry trends, best practices and common areas for improvement - the information, best practices and good initiatives learned as a Quest assessor add value to the level of competency in a leisure operator role.
- Flexible working - our Quest Assessors are always on the move, visiting various areas of the country and never in the same spot! This means the role encourages a healthier work-life balance, reducing stress and improving overall well-being.
- Continuous learning – every day and every client is different! This client-facing position within the leisure industry means that you are constantly learning and encountering new situations day-to-day. The demands of Quest assessing will fundamentally set you up for work within various other industry-related ventures, fostering a mindset of continuous growth and development.
- Increased productivity - this is not your standard 9-5 day job! Being a Quest assessor means you can work during your most productive hours or in environments where you feel most comfortable. You are in control of your working days.
- Leadership potential – working for Quest builds upon skills like communication, teamwork, and adaptability which are essential for effective leadership, making individuals with these skills more likely to take on leadership roles.
- Career progression – the experience gained in this role can accelerate career progression as it forms the basis for mastering job-specific skills and taking on more advanced responsibilities within the industry.

If becoming a Quest assessor sounds like a good fit for you, please send your CV to info@rightdirections.co.uk

