

# Job specification



**Job title: Recreation Assistant**

**Service: Leisure**

**Grade: G3**

**Reporting to: Assistant Manager**

## Your job

As a BeWell Recreation Assistant, you will work within the various leisure facilities across the Borough you will support, enhance, and deliver the day-to-day operations and services of our Be Well facilities. Working as part of a team, you will be required to undertake a range of operational duties such as assisting with the opening and closing of the facility, undertaking routine maintenance of equipment, and maintaining the cleanliness and safety of the environment. You will support programmed activities and take on duties of a Lifeguard. Holding a swimming teacher qualification is also advantageous.

The Be Well team are committed to support the health and wellbeing of our residents across the Wigan Borough. Whether this be supporting our youngest residents embark on their first swimming lesson or supporting individuals and community groups with existing exercise and wellbeing programmes. We pride ourselves on offering an extensive and diverse range of physical activity to support our residents.

Shift patterns will vary, Monday to Friday, between 05.45am and 23:00pm. Weekend working is required on a rota basis, with equivalent time worked allocated as time off Monday to Friday.

### Mandatory statement

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

## In this job you will

On an ongoing basis you will:

- Perform the duties of a lifeguard including; working as part of a team to provide safe supervision of swimmers and prevent accidents. Ensuring you know how to intervene to provide rescues and life saving techniques when necessary.
- Operate in conjunction with Health & Safety practices
- Work in a team to support peers and colleagues to meet the goals of the business.
- Undertake the operational housekeeping of the leisure facility. For example, assembling, dismantling, routine maintenance and storage of equipment. Cleaning tasks.
- Assist in the preparation of opening and closing procedures, including evacuation. Safe set up of equipment and activities.
- Monitor customer use of equipment and ensure their safety, intervening, as necessary.

- Utilise and demonstrate highly effective and engaging customer service skills that engages the customer to transact with us as the first point of contact.
- Undertake ongoing training as required to maintain the highest level of operational efficiency and competency relating to the job role.
- You will be required to work evenings and weekends
- Provide assistance in the operation of events (both on and off site) as requested by management.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

### In this job you will need

You must be able to demonstrate the following essential requirements:-

- GCSE's A-C in Maths & English or equivalent (desirable but not essential)
- National Pool Lifeguard Qualification and evidence of ongoing / regular training to maintain competence
- Swimming qualifications or proof of ability in the pool at interview
- The ability to work accurately and follow instructions
- The ability to plan work, manage own time and meet deadlines
- The ability to quickly react to emergency situations
- To be enthusiastic and committed to providing excellent customer care
- The ability to use own initiative and work flexibly as part of a team
- Be enthusiastic and committed to providing excellent customer care

## Our culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Be Wigan** behaviours.

**Be Positive...** take pride in all that you do

**Be Accountable...** be responsible for making things better

**Be Courageous...** be open to doing things differently

**Be Kind...** be helpful, generous and thoughtful towards yourself and others

Individuals with line management responsibilities are also expected to ...

**Inspire...** lead by example and help others to see the big picture

**Care...** show genuine concern for people as individuals and value their contributions

**Engage...** I connect with others both within and beyond the organisation

## Staff Deal

Our Staff Deal is an informal agreement with all staff. It outlines what you can expect from us, and in return what we expect from you

### Our part

- Provide strong, honest and visible leadership
- Reward your commitment and hard work
- Care for your health and well being
- Listen to you and put your ideas into action
- Support you to give something back
- Offer opportunities to learn and grow
- Be one team, one council
- Believe in you

### Your part

- Listen, be open, honest and friendly
- Be efficient, flexible and professional
- Care for your health and stay active
- Tell us how we can improve
- Give something back whenever you can
- Take opportunities to learn and grow
- Be one team, one council
- Believe in yourself and our borough