

Job Description

Post:	Senior Leisure Assistant
Responsible To:	Assistant Manager
Grade:	SCP 21 to SCP 28
Hours of Work:	37 hours per week. Evening and weekend work is part of the requirements of this post.
Work Location:	Hindley Pool. The post holder may be required to work at any other base as and when needed.

Job Purpose

To ensure to the satisfaction of the Assistant Manager the safe and efficient day to day operation of sports and leisure facilities.

To ensure that an excellent customer service standard is maintained throughout the site/area.

To provide support to the Assistant Manager as required in the operational management of the site/area, by acting as a key holder in opening/closing as and when required.

Key Accountabilities: (the duties and tasks outlined are not intended to be exhaustive and other duties may be required from time to time):

1. To support the operation of the site and ensure safe practices.
2. To ensure Recreation Assistants, etc. are working in accordance with safe working practices as approved under the organisation policies and procedures.
3. If appropriate, to assist with plant duties as required and ensure all appropriate records are regularly updated.
4. To ensure that all staff are aware of what is expected of them and to bring to the attention of the Assistant Manager all operational and staffing difficulties.
5. To be responsible for Health and Safety within the site/area of all staff and customers as defined in the Safety Policy.
6. To work as part of the team who will support the Assistant Manager/General Manager in delivering excellent customer service.
7. To assist in the production of work programmes and the allocation of tasks together with Recreation Assistants.
8. To provide assistance to customers seeking information and advice about activities.

9. To deal with customer complaints and queries.
10. To be accountable for stock and equipment as determined by the Assistant Manager, e.g. check deliveries, stock control, etc.
11. To be responsible for security of the building, when opening/closing site when required. To report any breaches of conduct/safety.
12. To give assistance as required and to ensure the safe and efficient operation and control of special events/functions.
13. To complete reports, records and to undertake routine administrative duties as required.
14. To attend to accidental injuries and incidents, including the summoning of Police and Emergency Services as necessary and the completion of incident reports.
15. To undertake any other Recreation Assistant duties as and when required.
16. To promote the organisation's Equal Opportunities policy in terms of employment and service delivery.

General Information

1. The above requirements of the job are intended as a basic outline. There will be other tasks related to ensuring customer satisfaction, care and safety, and the Senior Leisure Assistant will be expected to adopt a flexible and helpful approach.
2. As a Senior Leisure Assistant, you will be a Team Leader and as such you will be expected to set an example of a high standard of personal conduct and commitment to staff care and customer service at all levels.
3. To undertake any other duties as and when required by Management that is commensurate with the grade and job title of the post.

Performance Measures

Quality Improvement	<p>Acknowledging that there is room for improvement and actively looking for ways to do things better</p> <ul style="list-style-type: none"> - Open to new ideas - Suggests new ways of working - Accepts and embraces change - Understands the need for continual improvement - Seeks to improve services and customer experience
Improving own Learning and Performance	<p>Taking responsibility for individual performance and development</p> <ul style="list-style-type: none"> - Keen to learn new skills - Eager to attend relevant training courses - Shows a willingness to develop further - Developing own knowledge and abilities to improve customer experience
Customer Service	<p>Putting the customer at the heart of the job and striving to deliver excellent service to every customer during each encounter</p> <ul style="list-style-type: none"> - Communicates well with customers - Recognises diverse needs - Acts on feedback from customers - Ensures the appearance of the centre is safe, clean and welcoming
Working with others	<p>Contributing to the work of the team and demonstrating consideration of others at all times</p> <ul style="list-style-type: none"> - Supports other members of the team - Active team member when meeting priorities and deadlines - Appreciates the support of others
Communication	<p>Sharing appropriate information with customers, colleagues and management</p>
Equality and Diversity	<p>Treating everyone with dignity and respect, encouraging access to services for all</p> <ul style="list-style-type: none"> - Demonstrates commitment to equality and diversity - Applies to both staff and customers - Challenges inappropriate behaviour

Health and Safety	<p>Working safely and efficiently within Inspiring healthy lifestyles policies and procedures</p> <ul style="list-style-type: none"> - Demonstrates knowledge of operating procedures for Inspiring healthy lifestyles Leisure Centres - Demonstrates knowledge of evacuation procedures and fire drills - Pays attention to new procedures and notices - Provides input to improve policies and procedures
Technical competencies	Maintaining NPLQ/First Aider qualification
Resource management	Demonstrating the need to make best possible use of resources

Person Specification: Senior Leisure Assistant

AF – Application Form/I – Interview

	Essential/ Desirable	App Form/ Inter/Test
Education & Qualifications		
<ul style="list-style-type: none"> Current First Aid Certificate -1 day course to be known as 'Emergency First Aid in the Workplace' Certificate from Oct 09 <p>(Not required if RLSS Pool Lifeguard Qualification is held and working at a wet site)</p>	E	AF
<ul style="list-style-type: none"> Current NPQL qualification or commitment to obtain this qualification (for wet sites only) 	E	AF
<ul style="list-style-type: none"> NVQ level 3 in an appropriate leisure/Customer service 	D	AF
<ul style="list-style-type: none"> BTEC First Course in Leisure 	D	AF
<ul style="list-style-type: none"> Appropriate training in pool and spa water treatment in line with the 'Swimming Pool Water' guidance 	D	AF
<ul style="list-style-type: none"> NEBSS Certificate 	D	AF
Experience Relevant To The Job		
<ul style="list-style-type: none"> Experience as a Recreation/Leisure Assistant or Supervisor in a similar environment, e.g. including plant 	E	AF/I
<ul style="list-style-type: none"> Demonstrated experience of organising staff rotas and work schedules 	E	AF/I/T
<ul style="list-style-type: none"> Experience of assisting in controlling events and functions 	E	AF/I
<ul style="list-style-type: none"> Experience of operational processes and procedures 	E	AF/I
<ul style="list-style-type: none"> Demonstrated clerical experience including stock control, completion of rotas and records 	D	AF/I/T
Abilities & Skills		
<ul style="list-style-type: none"> Ability to lead and supervise a team of Recreation Assistants 	E	AF/I
<ul style="list-style-type: none"> Ability to communicate effectively 	E	I
<ul style="list-style-type: none"> Ability to deal with problems quickly and effectively 	E	I
<ul style="list-style-type: none"> Interpersonal skills including friendly, helpful, outgoing person who likes to meet different people 	E	I
<ul style="list-style-type: none"> Willingness to work when most people are enjoying their leisure time 	E	I

	Essential/ Desirable	App Form/ Inter/Test
• High standards of personal presentation and appearance	E	I
• Ability to work on own initiative	E	I
• Ability to provide a customer orientated service	E	I
• Ability to save lives in accordance with the appropriate qualification	E	I
• Ability to undertake plant duties	D	I
• Ability to undertake a wide range of clerical tasks	D	I
Knowledge & Awareness		
• Knowledge of Equal Opportunities	E	I
• Knowledge of safe working practices	E	I
• Knowledge of customer care	E	I
• An affinity with sport and an understanding of needs of customers of sports and leisure facilities.	D	I
• Knowledge of plant processes.	D	I
• Knowledge of practices, policies and procedures.	D	I
Other		
• Satisfactory disclosure check	E	O