

Job Description

Post:	Recreation Assistant
Responsible To:	Assistant Manager / Senior Leisure Assistant
Grade:	£14,542 per annum (pro rata for part-time) OR National Minimum Wage (pro rata for part-time): £14,855 per annum (age 21+) & monthly Living Wage allowance £15,839 per annum (age 25+)
Hours of Work:	Please see job advert
Work Location:	Leigh Leisure Centre. The post holder may be required to work at any other base as and when needed.

Job Purpose

To be a competent lifeguard and fulfil lifesaving and first aider duties.

To work as one of a team responsible for the efficient and effective delivery of a range of tasks and services to achieve the overall aims and objectives of Inspiring healthy lifestyles Leisure Centres.

Key Accountabilities

Wet and Dry Sites

1. To undertake lifesaving/first aider duties competently at all times.
2. Prepare and set up all wet and dry facilities for use.
3. Ensure the safety and control of customers/users of the facility at all times in accordance with operating procedures and codes of conduct.
4. Internal and external cleaning in accordance with work schedules and the needs and demands of the service.
5. To give assistance to customers seeking advice and information.
6. To assist customers and ensure that complaints and/or suggestions are referred to the relevant Assistant Manager in accordance with procedures.
7. To give assistance with other general duties, ensuring that standards of security, stock and equipment are maintained.
8. To carry out patrols both inside and outside the building and report any breaches of conduct/safety to the Assistant Manager.

9. To provide assistance in the operation of Events (both on and off site) as requested by management.
10. To undertake ongoing training as required in order to maintain the highest level of operational efficiency and competency relating to the job role.
11. To promote Inspiring healthy lifestyles Equality and Diversity Policy in terms of employment and service delivery.

Wet Sites Only

12. To be a competent lifeguard on the poolside, to include:
 - a. Maintaining observation of pool and users at all times
 - b. Ensuring water safety, early intervention and accident prevention
 - c. Supervision of pool users
 - d. To communicate with pool users and other team members
 - e. To effect prompt rescues
 - f. To use a range of rescue equipment
13. Record pool water and other environmental conditions in accordance with procedures.

General

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 Recreation Assistants will be expected to adopt a flexible and helpful approach.

In addition to these requirements the Recreation Assistant will be expected to confirm to Inspiring healthy lifestyles Codes of Conduct at all times.

The postholder is also required to undertake any other duties as and when required by management that are commensurate with the grade and job title of the post.

This post is subject to a DBS check.

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	<p>Maintaining NPLQ/First Aider qualification</p>
Resource management	<p>Demonstrating the need to make best possible use of resources</p>

Person Specification: Recreation Assistant

AF – Application Form/I – Interview/T – Test

Education & Qualifications

- National Pool Lifeguard Qualification (NPLQ) and evidence of ongoing/regular training to maintain competence
- Current First Aid Certificate
- NVQ Level 2 in Leisure Operations **OR** BTEC in Leisure/Sports Related Discipline **OR** significant experience covering the range of duties outlined within this job profile gained by undertaking a Lifeguarding/Recreation Assistant role
- Coaching Qualification (Wet and/or Dry)
- Pool Plant Operator's Course
- GCSE subjects (Grade C and over or 4+ in-line with new GCSE grades) **OR** to be able to pass a numeracy/literacy test **OR** evidence of completion of Level 2 Functional Skills tests (as part of NVQ) **OR** have the required experience
- BTEC First Courses in Leisure
- NVQ level 2 in an appropriate leisure discipline

**Essential/
Desirable**

AF/I/T

E

AF

D

AF

D

AF/I

D

AF

D

AF

D

AF

D

AF

D

AF

Experience Relevant To The Job

- Experience of working within a leisure environment, to include the following:
Undertaking lifesaving/first aider duties
Delivering customer service
Undertaking cleaning duties
Preparing wet/dry facilities for use
- Demonstrated experience of dealing with groups, clubs and organisations

E

AF/I

E

AF/I

Abilities & Skills

- Ability to save lives/administer first aid in accordance with an appropriate qualification

E

AF/I

	Essential/ Desirable	AF/I/T
• Interpersonal skills including friendly, outgoing person who likes to meet different people	E	AF/I
• Excellent team player	E	AF/I
• Ability to carry out different tasks cheerfully and with a positive attitude	E	I
• Able and willing to work when most people are enjoying their leisure time	E	I
• High standards of personal presentation and appearance	E	I
• Excellent communicator	E	I
• Able to anticipate problems and take action to prevent situations escalating	E	I/T
• Excellent observation skills	E	I/T
• Quick thinker, able to stay calm in emergency situations	E	I/T
• Ability to provide a customer orientated service	E	AF/I
• Flexible and helpful	E	I
• Ability to pursue further training opportunities	D	I
Knowledge & Awareness		
• Knowledge of health and safety and how it relates to the job role	E	I
• An affinity with sport and an understanding of the needs of customers of sports and leisure facilities	D	I
Other		
• Satisfactory Level Disclosure Check	E	O