

JOB DESCRIPTION

JOB TITLE	Leisure Assistant
GRADE	Band D
REPORTING TO	Team Leader – Leisure/Duty Officer
JD REF	CS & CE

PURPOSE

In line with standard operating procedures organise, supervise and lead a range of activities and set ups for the general public including cleaning, maintaining and dismantling/assembling of equipment. Responsible for the overseeing and general safety and behaviour of the public including directing the activities of users to prevent injury, misuse and damage to facilities.

MAIN DUTIES AND RESPONSIBILITIES

1. Provide lifeguard duties across designated swimming pools.
2. Regularly patrol the gym area on rota and ensure all areas of the leisure facility and machines are clean and in good working order.
3. Conduct swimming pool water tests and record and report.
4. To ensure all persons using the fitness suite are in possession of a valid receipt.
5. Ensure all areas are fit for purpose and report all defects to Line Manager.
6. To undertake general cleaning and labouring duties as required.
7. Regularly patrol outside facilities, collect tickets and supervise outside changing
8. facilities including the issue of keys for changing areas.
9. Assist in general preparation for outside events and activities.
10. An understanding of and an ability to deliver excellent customer service to internal and external customers.
11. Follow Normal and Emergency Operating Procedures.

ROLE SPECIFIC KNOWLEDGE, EXPERIENCE AND SKILLS

Qualifications:

- Royal Life Saving Society (RLSS) Pool Lifeguarding Qualification.
- First Aid at Work Certificate.

Knowledge & Skills:

- Understanding of and an ability to deliver excellent customer service to internal and external customers.

Experience:

- Experience of working in a role which requires direct contact with the general public.

DESIRABLE KNOWLEDGE, EXPERIENCE AND SKILLS

Knowledge & Skills:

- Aptitude with cleaning aids/machines.

Experience:

- Experience of dealing effectively with the public including enquiries and complaints.
- Experience of working with basic tools and cleaning equipment.
- Experience of erecting and dismantling sport equipment.

ADDITIONAL INFORMATION

Help cover the Leisure Centre opening times and act up as required to support Duty Officers. Work flexibly, which may include evenings and weekends. Attend regular on-going training modules as part of the pool lifeguard award and customer care training modules. Role involves light/medium lifting and moving of equipment

NOTE:

The job role holder may be required to undertake other reasonable duties commensurate with the job role descriptor grade as directed by the Head of Service.

This job role descriptor will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the post holder. It is not a definitive statement of procedures and tasks, but sets out the main expectations of the Service in relation to the post holder's responsibilities and duties.

Elements of this job role descriptor and changes to it may be amended in light of organisational and service requirements.

DATE OF APPROVAL: 27/07/2015



APPROVED BY: DAMIAN WALSH, SENIOR MANAGER LEISURE SERVICE

