

Job Description

Post title: LEISURE ASSISTANT – WET & DRY SIDE

Spinal point: 1010

Responsible to: DUTY MANAGER/ GENERAL MANAGER



Job Purpose:

To ensure the safe, efficient and enjoyable use of the facilities by customers and assist in the overall development of the Centre.

Duties and responsibilities:

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| 1 | To provide day to day assistance in the supervision of the security of the building and the conduct of our customers. |
| 2 | To maintain agreed standards of safety and behaviour within the facility. |
| 3 | To be responsible for the security of the Facility i.e. locking and unlocking areas to meet operational requirements, as relevant to the venue programme. |
| 4 | To ensure that the facility is prepared for the customers ensuring the correct timing, including setting up and dismantling equipment or furniture, cleaning facilities and ensuring health and safety standards are maintained at all times. |
| 5 | To understand and ensure compliance with all Health & Safety at Work procedures, personally and for colleagues, children and other customers. This includes reporting any faults/incidents/accidents/damage/hazards and take a pro-active approach to Health and Safety and dealing immediately with issues in order to protect yourself and others. This includes timely reporting and recording of such matters to the Centre Management team. |
| 6 | To assist in the implementation of emergency procedures and operational plans where appropriate e.g. evacuation and drowning. |
| 7 | To assist where appropriate in the development of the centre's programme through events, competitions and new activities. |

Location on the J-drive

- 1 -

1 The Company requires all staff that are required to hold at National Pool Lifeguard qualification to attend mandatory training sessions. This is to ensure staff are able to fulfil their contractual requirements in terms of both wet and dry side training.

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| 8 | To participate in all daily routine duties such as cleaning, litter picking, poolside supervision, erection and dismantling of equipment etc. |
| 9 | To provide advice and assistance to users of the Centre(s) in relation to existing and future activity programmes. |
| 10 | To work and communicate efficiently and effectively within and between workgroups. |
| 11 | To undertake general labouring duties as required at the Centre(s). |
| 12 | To give all reasonable advice and assistance to customers using the centre(s). |
| 13 | To patrol within the building to prevent abuse of the facilities by customers or unauthorised access. |
| 14 | To give trained assistance to users in difficulty and when necessary to give first aid to any injuries sustained by either members of the public or other members of staff. |
| 15 | To undertake regular "Pool Lifeguard" training, ensuring that at all times the post holder is able to achieve the minimum standard as approved by the Royal Life Saving Society, and compliance with NOP/EAP. ¹ |
| 16 | All employees are expected to demonstrate a commitment to the principles of equal rights both. In relation to employment issues and service delivery and to adhere to the policies of the Company in the performance of their duties. |
| 17 | To assist in the preparation for special events and galas, ensuring that all equipment is safe for its intended use. |
| 18 | To assist with the Centre(s) teaching programme as required, subject to obtaining relevant qualification and competency. |

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| Additional information: | |
| General requirements for all Tees Active Limited employees: | |
| 1 | To deal with customer/service enquiries in a professional and positive way. Ensuring that the service maintains a strong customer focus and remains committed to the principles of Customer Service Excellence. |
| 2 | To assist in the training and development of colleagues and to undertake such personal training as may be deemed necessary to meet the duties and responsibilities of the post. |
| 3 | To maintain any professional registration, licences or qualifications, which are essential to the post held. |
| 4 | To take reasonable care of any items of equipment and uniform issued by the Company and report any faults or maintenance issues to the relevant manager. |
| 5 | To be aware of and adhere to all Tees Active Ltd financial, legal, HR and administrative policies and procedures including all NOPs/EAPs and the HR Handbook. |
| 6 | To take reasonable care of your own health and safety and co-operate with management so far as necessary to enable compliance with the Company's health and safety rules and legislative requirements. |
| 7 | To adhere to any professional and Company Codes of Conduct, as appropriate. |
| 8 | To comply with the Company's Appearance Code ensuring that uniforms and name badges are worn, as required. |
| 9 | To comply with the Company's Employee Guide to Information Security including relevant legislation, ensuring that confidentiality is maintained for all staffing, management, customer and supplier information. |
| 10 | To carry out the duties of the post with full regard to the Company's Equal Opportunities and Racial Equality Policies in the terms of employment and service delivery. Ensuring that colleagues are treated in a fair and consistent manner and that the service maintains a strong commitment to the principles of the Equality Standard. |

Location on the J-drive

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| 11 | To be peripatetic between work areas and venues, as and when required. |
| 12 | The above tasks and responsibilities cannot fully encompass all that is required of the postholder. It is expected that the post-holder will undertake such other duties and responsibilities commensurate with the salary band and nature of the post. |
| I accept this job description as an accurate record of the duties and responsibilities of this post. | |
| Signed: | Date: |

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PERSON SPECIFICATION

Leisure Assistant – Wetside & Dryside

Note to applicant: when completing your application form, you should demonstrate the extent to which you have the necessary education, experience, knowledge and skills identified as a requirement for the post. Including those detailed in the general specification.

| Requirements | Essential | Desirable |
|--|--------------------------|--------------------------|
| EDUCATION & TRAINING | | |
| 1. Valid RLSS National Pool Lifeguard Award. | <input type="checkbox"/> | |
| 2. Valid First Aid qualification. | | <input type="checkbox"/> |
| 3. Valid ASA Teachers Award. | | <input type="checkbox"/> |
| 4. Valid National Pool Plant Certificate. | | <input type="checkbox"/> |
| 5. An appropriate level of literacy is required, which may be subject to assessment. | <input type="checkbox"/> | |
| EXPERIENCE, KNOWLEDGE & UNDERSTANDING | | |
| 6. Demonstrate an interest in sport and physical activity (for example in participation, organisation or administration). | <input type="checkbox"/> | |
| 7. Awareness of Health and Safety at Work. | <input type="checkbox"/> | |
| 8. Full working knowledge of relevant codes of practice/legislation. | <input type="checkbox"/> | |
| 9. Experience of working with the public. | | <input type="checkbox"/> |
| 10. Experience in the Leisure field. | | <input type="checkbox"/> |
| SKILLS & ABILITIES | | |
| 11. Good Customer Service skills. | <input type="checkbox"/> | |
| 12. Ability to work on own initiative. | <input type="checkbox"/> | |
| 13. Ability to work as part of a team. | <input type="checkbox"/> | |
| 14. Ability to clean and set up / dismantle areas before and after events. | <input type="checkbox"/> | |
| 15. Ability to relate well to children and adults. | <input type="checkbox"/> | |
| 16. Ability to fill out forms. | | <input type="checkbox"/> |
| PERSONAL QUALITIES & ATTRIBUTES | | |
| 17. Positive working attitude. | <input type="checkbox"/> | |
| 18. Smart appearance. | <input type="checkbox"/> | |
| 19. Good attention to detail. | <input type="checkbox"/> | |
| 20. Willingness to self-develop and attend any course(s) deemed necessary for the post. | | <input type="checkbox"/> |
| MISCELLANEOUS | | |
| 21. Flexibility to work evenings and weekends, if required. | <input type="checkbox"/> | |
| 22. Ability to work in hot, humid conditions. | <input type="checkbox"/> | |
| 23. Be able to meet the basic fitness criteria in order to meet the demands of undertaking the NPLQ course and regular staff training. | <input type="checkbox"/> | |
| 24. Able to carry out duties as per job description | <input type="checkbox"/> | |

Location on the J-drive

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