

## Job Description

|                        |                             |                       |                    |
|------------------------|-----------------------------|-----------------------|--------------------|
| <b>Job Title</b>       | Leisure Assistant           |                       |                    |
| <b>Service</b>         | Communities and Well-Being  |                       |                    |
| <b>Location</b>        | Any Council Leisure Centres |                       |                    |
| <b>Responsible for</b> | N/A                         | <b>Accountable to</b> | Shift Duty Manager |

## Job Summary

Work as part of a team to ensure the smooth and efficient running of the Centre by encouraging maximum participation in the use of facilities.

To supervise the pool & dry side areas ensuring a safe environment for all users.

Undertake a number of generic duties specific to working within a leisure centre demonstrating a 'can do' approach to all work related aspects promoting an excellent customer experience.

## Key Responsibilities

### Operations

Deliver a high quality customer service through welcoming all users of the facilities ensuring you promote a positive image of the both the centre and the Council as a whole

Assist the Duty Management in dealing with the public, schools, clubs and other parties using the facilities

Supervise pool activities ensuring the safety of customers by taking preventative measures and action as necessary

Provide necessary first aid, including cardio-pulmonary resuscitation as and when necessary

To carry out the tasks in your specific work plan.

To ensure a consistent and high level of cleanliness of the facilities is maintained throughout the building and to carry out duties in accordance with cleaning programme

Undertake customer support duties, including cash handling, telephone enquiries, use of on line booking system and face-to-face enquiries

Undertake the safe and effective setting up of activities within the centre.

To complete required & regular staff training to ensure on-going personnel development and compliance of the NPLQ

To actively promote all fitness activities within South Norfolk's Leisure facilities

To follow the standard operating procedures as directed, ensuring conformance to health and safety procedures to maintain a high standard for both staff and the general public.

Post holders will work a combination of early, day and late shifts over a seven day period to accommodate the centre's opening hours on a rota basis.

### **Relationship Management**

To liaise with the Centre Management Team to promote the centres facilities and membership options, liaise with schools, private hirers and local user community groups to maximise usage of the centre.

### **Other**

You may be required to perform additional duties not listed above which are appropriate to your grade, qualifications and experience. Your job description can be amended at the organisation's discretion to ensure service needs are met.

## Person Specification

| Requirements   | Essential or Desirable | To be assessed by application form, interview, references and/or selection test |
|--|------------------------|---|
| <b>Qualifications</b>  |                        |   |
| RLSS/NPLQ National Pool Lifeguard  | E                      | Application for all   |
| First Aid at work or willingness to undertake this qualification   | E                      |   |
| Fitness Instructor Qualification   | D                      |   |
| Swimming Teachers Qualification  | D                      |   |
| <b>Experience</b>  |                        |   |
| Previous experience in a leisure/fitness environment   | E                      | Application/Interview for all   |
| Working with the public and a friendly and approachable manner   | E                      |   |
| <b>Knowledge and Skills</b>  |                        |   |
| Ability to concentrate while undertaking pool side duties  | E                      | Application/ Interview for all  |
| Good communication, diplomacy, teamwork and customer service skills  | E                      |   |
| Good IT skills   | E                      |   |
| A sound knowledge of the health and safety policy and procedures   | E                      |   |
| Flexible approach to working including shift, evening and weekend hours  | E                      |   |
| Commercial Awareness of the leisure industry   | D                      |   |
| <b>Relevant Competencies</b>   |                        |   |
| Commitment to demonstrating the behaviours relevant to your role as defined within the Councils Competency Framework | E                      | Application/ Interview for all  |

Date: June 2015      Prepared by: Steve Goddard