



## **JOB DESCRIPTION & PERSON SPECIFICATION LEISURE ASSISTANT**

1. RESPONSIBLE TO: Duty Manager ACCOUNTABLE TO: General Manager

### 2. ROLE OVERVIEW:

A Leisure Assistant is responsible for the cleaning, preparation and general safety of areas in a sport and recreation facility. When poolside they will have a key responsibility for the safety of customers in the swimming pool and its surrounding areas. In the 'dry-side' facilities there may be a greater emphasis on the setting up, taking down and storage of equipment. In both cases Leisure Assistants are the first point of contact with customers and will need strong communication and social skills.

### 3. SPECIFICALLY:

#### 3.1 Key Responsibilities

- Poolside; supervising the safety of the swimming pool environment and working to prevent accidents and emergencies.
- Preparing activity areas to include the safe setting up/dismantling of equipment and ensuring that all equipment is stored safely and securely when not in use.
- Monitoring and helping to maintain a safe and comfortable leisure centre environment by implementing organisational maintenance schedules.
- Ensuring the highest possible standards of hygiene and cleanliness are maintained by carrying out routine and other cleaning tasks when required referring to the shift matrix
- Assisting customers with enquiries in a friendly and effective manner, proactively developing and maintaining high standards of customer care.
- Resolving customers' problems, including situations where there is disagreement over the actions and outcomes involved.
- Delivering a quality experience for party hires following the standard plan for the specific party package and responding flexibly to specific needs on the day within scope of role and centre policies
- Working as part of a team to ensure the smooth operation of the facility.
- Following Pool Safety Operating Procedures.
- Accurately filling in forms or reports relating to their normal duties.
- Taking occasional responsibility for the induction and development of new members of staff following the check lists provided

- Meeting the training and development requirements of the job role.
- Working within the job role description at this level, recognising the standards and professional limitations that this provides, referring to appropriate members of staff for guidance and support.

### 3.2 Other

- To administer First Aid as required.
- To act in accordance with, and actively promote, Wadebridge Sports and Leisure Centre's policies and standards.
- To undertake any other duties commensurate with the post's level of responsibility as directed by the duty manager

## 4. PERSON SPECIFICATION:

### 4.1 Skills

- The ability to deal with customers and their queries and concerns with tact and sensitivity.
- The ability to work as part of a team.
- The ability to undertake routine maintenance and cleaning.
- The ability to deliver high quality service with minimal supervision.
- The ability to maintain the standards required by the National Pool Lifeguard Qualification

### 4.2 Knowledge

- Appropriate professional qualifications including NPLQ
- Good understanding of the characteristics and qualities that customers want from a sports and leisure centre.
- Knowledge of Health and Safety legislation and other legislation in relation to sports and leisure centre operations.
- Understanding of Pool Safe Operating Procedures

### 4.3 Experience

- Experience of achieving results and making a difference to customers

### 4.4 Behaviours

- A dynamic individual with a 'can do', results driven approach and attitude.

- An appreciation of, and commitment to nature of the community owned and focused organisation.
- Demonstrates trust, openness and respect in dealing with people.
- Flexible approach to tasks and workload.

#### 4.5 Other

- Able to work unsocial hours
- Ability to work flexible shift patterns e.g. morning shifts, evening shifts and weekends