

# JOB DESCRIPTION

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| **Post Title:** | Leisure Assistant | **Department / Service:** | Leisure Services; Economy and Culture |
| **Hours:** | 37 | **Level:** | G02 |
| **Location:** | Any Leisure Centre Within Area | **Job Evaluation Number:** | JE0071 |
| **Responsible to:** | Area manager | **Responsible For: (Staff)** | 0 |

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| **Job Purpose:** |
| To assist in the preparation and safe operation of the leisure centre facilities, activities and events ensuring all centre clients have a safe and enjoyable experience.  Lifeguard the pool and ensure safety of the public and perform general reception duties, including the administration of bookings, handling of monies and dealing with customer queries.  Assist in the safe operation of the fitness suite and the delivery of swimming tuition to children as part of the centre swimming plan. |

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| **Duties and Responsibilities - Job Specific** | |
|  | To patrol the leisure centre and ensure order is kept and to assist visitors. |
|  | Undertake all aspects of life guarding duties including pool supervision, maintaining good order, administer first aid and carrying out rescues when required. |
|  | Ensure a high standard of cleanliness is maintained throughout the building during operational hours. |
|  | Assist in setting up and down of all activities and meetings, which will involve moving, dismantling equipment, and manual handling |
|  | To report to duty officer any defects to the building, fabric and equipment. |
|  | To undertake all receptionist duties such as receiving bookings, answering customer queries and handling cash through the use of a computerised cash register. |
|  | To provide advice and information to all users or prospective users on the Ffit Conwy services provided |
|  | Have a thorough knowledge of the day to day programme and events calendar |
|  | To liaise with the Administration Officer, Duty Officer and Manager as appropriate on operational matters such as cancellation of classes and customer complaints. |
|  | Undertake pool water tests conforming to correct water chlorine operational needs. |
|  | Undertake coaching assistant duties if appropriate qualification held. |
|  | Undertake event duties if appropriate qualification or training held. |
|  | To provide effective and high quality instruction of swimming for all abilities, in accordance with the training and guidelines provide by the approved national governing body. |
|  | Under the supervision of a level 2 swimming teacher to provide effective and high quality swimming assistant duties. |
|  | Assist with managing inductions and personal fitness assessments/personal programmes. |
|  | Wear the branded Ffit Conwy uniform provided at all times and maintain a neat and tidy appearance whilst on duty. |

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| **Duties and Responsibilities – Corporate** | |
|  | To be responsible for establishing good working relationships both internally and externally. |
|  | Compliance with the Authority’s Policies and Procedures and to make known to Senior Officers any areas which are not adequately covered. |
|  | To participate actively in supporting the Authority’s principles and practices of equality of opportunity as laid down within the Equalities Policy. |
|  | To be responsible for the application of Health & Safety practices within the daily operations, sharing a common responsibility for Health & Safety across the department, directorate and Authority as a whole. |
|  | Employees will be required to give certain information relating to themselves in order that the Authority may properly carry out its duties, rights and obligations as an employer. The Authority will process and control such data principally for personnel, administrative and payroll purposes. |
|  | As a term of your employment and in order to maintain effective departmental operations, you may be required to undertake any other reasonable task, commensurate with your grade, as determined by your Line Manager or Head of Service. |
|  | Conwy is committed to safeguarding children and vulnerable groups. All Council employees are expected to be aware of the Corporate Safeguarding Policy and their responsibility to report any concerns in the appropriate manner and timescales. |

###### **Review Date/Right to Vary**

This job description is not intended to be an exhaustive list of duties. The Authority reserves the right, after appropriate consultation with you, to vary your duties and responsibilities within the parameters of your grade and occupational competence in order to respond to changes in the needs of the service.

**Signed by:** …………………………………………. **Date:** …………………………..

**Employee’s Name and Signature**

**Approved by**

**Head of Service:** ………………………………….. **Date:** ……………………………..

# PERSON SPECIFICATION

**Post: Leisure Assistant**

**Date: January 2022**

**Please Note: In order to be shortlisted for this post you will need to demonstrate that you meet all the criteria ranked as E - Essential.**

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| **Factor** | **Requirements** | **How Identified** | **Essential** | **Desirable** |
| **Knowledge & Skills** | Experience of working in a similar leisure facility. | AF/I | E |  |
| Current RLSS National Pool Lifeguard or equivalent | AF/I | E |  |
| Holds Fitness Instructor Level 2 Qualification or willing to commence during first 6 months in post with a view to complete | AF/I | E |  |
| Current first aid qualification | AF/I | E |  |
| Hold assistant swimming teacher (or equivalent) qualification or achieved in first 12 months of post. | AF | E |  |
| Able to use a computerised cash register (MIS) including cash handling experience. | AF/I | E |  |
| Coaching qualifications. | AF/I |  | D |
| The ability to communicate in English is essential. | AF/I | E |  |
| The ability to communicate in Welsh is desirable | AF/I |  | D |
| **Supervision & Management** | Ability to provide some day to day supervision of casual staff and work experience students. | AF/I |  | D |
| **Creativity & Innovation** | Ability to follow operational procedures and instructions. | AF/I | E |  |
| To be able to deal with operational issues and queries. | AF/I | E |  |
| To be proactive in day to day work and undertake cleaning and set ups without direction. | AF/I | E |  |
| **Contacts &**  **Relationships** | Must have good customer care skills as there is constant frontline contact with members of the public in occasional contentious situations | AF/I | E |  |
| **Decisions / Recommendations** | The ability to make operations decisions within the remit of the role. | AF/I | E |  |
| **Resources** | Ability to maintain and be responsible for any equipment you are utilising or setting up. | AF/I | E |  |
| **Physical Demands** | Must be physically fit to undertake duties defined. | AF/I | E |  |
| To be flexible and able to work evenings and weekends in line with service demand. | AF/I | E |  |

Please Note: In order to be shortlisted for this post you will need to demonstrate that you meet all the criteria ranked as E - Essential.

Identification of the requirements will be through the:

Application Form (AF),

Interview (I),

Test at interview (T),

Presentation at interview (P),

Verification (V)

Reference (R)