

L LEISURE

Job Description

Post No & Job Title:	H189-H664 - Pool Leisure Assistant
Grade:	Grade 3
Responsible to:	Duty Managers / Assistant Managers
Main purpose of the job:	Ensure an efficient, safe and friendly service to all customers and visitors of the leisure centre. Complete a range of duties that contribute towards the delivery of the leisure service plan.

Main Duties and Responsibilities

1. Supervision of Swimming Pools: Ensure customers swim safely within the safety codes and centre operating procedures. Maintain control of pool sessions, perform lifesaving duties and administer first aid as required.
2. Provide high quality customer service to ensure that the service meets the expectations of the leisure centre customers and visitors. Assist customers using facilities, including instruction in the safe and appropriate use of equipment.
3. Assist with opening and closing the centre; check fire exits, security and assistance required alarms, lights etc. Report any defects or hazardous items and complete quality assurance checks, ensuring facilities are safe and fit for use. Ensure that all work schedules are documented by the accurate completion of check/control sheets.
4. Complete essential and routine cleaning across all of the leisure centre facility. This includes pool halls, sports halls, changing rooms, toilets, reception, fitness suites, studios, health suite, corridors etc. Also assist with and carry out non-routine cleaning tasks.
5. Set up and take down equipment for all activities and events ensuring that all equipment used is safe and fit for purpose.
6. Assist with maintenance tasks, minor repairs, light replacements etc. Take pool samples, test and adjust levels; maintain pool equipment, sports equipment, lockers, shower heads etc.
7. Accept deliveries, move materials and equipment around the centre as required.
8. Restock vending machines, completing stock control sheets. Provide tea and coffee to user groups as required; washing of glasses and crockery etc.

9. Assist the Centre with centre coaching and instructional activities, including inductions in the fitness gym, children's parties, sports courses, swimming etc.
10. Support usage of the facilities by completing tours for potential customers and assist members to get the most from their membership by providing inductions, programmes, advice and instruction where required. Utilise appropriate technology to assist the engagement and retention of members.
11. Assist with changing the centres marketing displays; ensure that information presented is up to date and reviewed to keep customers informed of existing and new opportunities.
12. Cover Reception if required, serving customers face to face and via the telephone; operate the till system and card payment system.
13. Support the organisation and delivery of events and activities to promote aspects of the centre at different times during the year.
14. Complete mandatory training courses and work with the appropriate line manager to identify development opportunities that will benefit both the individual and the service. Participation in National Pool Lifeguard Qualification (NPLQ) training is an essential part of the post and requires all employees to attend regularly when arranged (minimum of monthly). Maintaining a current NPLQ is essential.
15. Carry out any other duties that are within the scope and grading of the post which could also be requested by the line manager or Head of Service.

DESIGNATED CAR USER

A designated car user status has not been attached to this post.

SPECIAL CONDITIONS

Duties may include work outside normal office hours.

The post will require the post holder to apply for an Enhanced (DBS) Disclosure. The disclosure will include details of any criminal convictions. Cautions, reprimands and final warnings and your application is required for the purpose of asking an exempted question under the terms of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 and that the checks requested are in accordance with the relevant legislation.

RESTRICTIONS

This is not a politically restricted post.

This post is subject to exemption with reference to the Rehabilitation of Offenders Act 1974.

NOTE

The above job description sets out the main responsibilities of H189-H664 - Pool Leisure Assistant but should not be regarded as an exhaustive list of the duties that may be required. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the post holder during the Personal Development Review process.

All employees are expected to maintain a high standard of service delivery and to uphold the Company's policies in accordance with equality and diversity standards, and health and safety standards, and to participate in training activities necessary to their job.

In addition to the above the postholder will also be responsible for ensuring that:

- a) All necessary paperwork is carried out.
- b) All duties will be carried out in working conditions normally inherent in the particular job.
- c) A uniform will be supplied and must be worn at all times when on duty, the uniform must be kept clean and worn in good condition.
- d) Some duties may involve working with classified dangerous chemicals and all COSHH regulations and agreed local procedures must be followed.
- e) All duties must be carried out to comply with;
 - i) The Health and Safety Act 1974
 - ii) Acts of Parliament Statutory Instruments and Regulations and Other legal requirements.
 - iii) Nationally and locally agreed codes of practice.