

Wirral Council: Job Role Descriptor

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| Job Role: | Leisure Assistant |
| Service: | Leisure Services |
| Reports to: | Team Leader – Leisure / Duty Officer |
| No. of Subordinates: | 0 |
| HR USE ONLY | |
| Job Role Ref: | CS&CE |
| Job Family: | Customer Services & Community Engagement |
| Grade: | Band D |

JOB ROLE PURPOSE

In line with standard operating procedures organise, supervise and lead a range of activities and set ups for the general public including cleaning, maintaining and dismantling/assembling of equipment. Responsible for the overseeing and general safety and behaviour of the public including directing the activities of users to prevent injury, misuse and damage to facilities.

KEY TASKS

1. Provide lifeguard duties across designated swimming pools.
2. Regularly patrol the gym area on rota and ensure all areas of the leisure facility and machines are clean and in good working order.
3. Conduct swimming pool water tests and record and report.
4. To ensure all persons using the fitness suite are in possession of a valid receipt.
5. Ensure all areas are fit for purpose and report all defects to Line Manager.
6. To undertake general cleaning and labouring duties as required.
7. Regularly patrol outside facilities, collect tickets and supervise outside changing facilities including the issue of keys for changing areas.
8. Assist in general preparation for outside events and activities.
9. An understanding of and an ability to deliver excellent customer service to internal and external customers.
10. Follow Normal and Emergency Operating Procedures.

KEY RESPONSIBILITIES

People

No supervision of staff.

Respond to emergencies including those requiring first aid.

Respond to customer enquiries and if unable to assist escalate to appropriate member of staff.

Provide and promote a customer focused service.

Provide advice and guidance to customers in relation to the Leisure Centre and its use.

Develop constructive working relationships with colleagues and customers.

Assist in the provision and promotion of customer focussed services in conjunction with other Council service providers.

Financial

Ensure that Leisure Centre users have an up to date ticket to use the facilities.

Strategic

Propose any ideas that may help to improve; promote and extend the services reputation.

Awareness, understanding and application of Quality Improvement initiatives and service standards.

Awareness, understanding and application of Leisure Centre Normal Operating Procedures (NOP's) and Emergency Action Plan (EAP).

Ensure health and safety regulations are followed at all times.

Resources

Responsible for the wearing of Staff uniform issue and Personal Protection Equipment (PPE) appropriate to the role whilst on duty.

Planning and Organising

All Leisure Assistants must participate in on-going training programmes designed to fulfil the requirements of the HSE/ISRM Safety in swimming Pools Guidelines or any subsequent health and safety recommendations.

Individuals are responsible for maintaining their own individual fitness to undertake the programme and Management will give support and encouragement to any special training needs.

Decision Making

Ensure the Leisure Centre users comply with rules and regulations of the centre and report incidents to the Manager.

EXPERIENCE, QUALIFICATIONS, KNOWLEDGE AND SKILLS

Essential Criteria

Qualifications:

- Royal Life Saving Society (RLSS) Pool Lifeguarding Qualification.

- First Aid at Work Certificate.

Knowledge & Skills:

- Understanding of and an ability to deliver excellent customer service to internal and external customers.

Experience:

- Experience of working in a role which requires direct contact with the general public.

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| Desirable Criteria |
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Knowledge & Skills:

- Aptitude with cleaning aids/machines.

Experience:

- Experience of dealing effectively with the public including enquiries and complaints.
- Experience of working with basic tools and cleaning equipment.
- Experience of erecting and dismantling sport equipment.

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| ADDITIONAL WORK ELEMENTS |
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Help cover the Leisure Centre opening times and act up as required to support Duty Officers.

Work flexibly, which may include evenings and weekends.

Attend regular on-going training modules as part of the pool lifeguard award and customer care training modules.

Role involves light/medium lifting and moving of equipment

NOTE:

The job role holder may be required to undertake other reasonable duties commensurate with the job role descriptor grade as directed by the Head of Service.

This job role descriptor will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the post holder. It is not a definitive statement of procedures and tasks, but sets out the main expectations of the Service in relation to the post holder's responsibilities and duties.

Elements of this job role descriptor and changes to it may be amended in light of organisational and service requirements.

Signed Head of Service

Date

Damian Walsh, Senior Manager Leisure Service

27th July 2015