

Job Description

Service:	One Leisure
Job title:	Recreational Assistant
Grade:	C
Hours of work:	Variable
Responsible to:	
Responsible for	
Direct reports:	Leisure Centre supervisor
Indirect reports:	Centre Manager
Budget:	

Purpose of Post:

To deliver and support One Leisure corporate and site-specific systems, procedures and programmes to ensure a quality customer experience and exceptional service. Including the roles of: Lifeguard Duties: To lifeguard within a team in supervising, controlling and ensuring the safety of customers at all times in the swimming pool environment and to provide the highest standards of customer service to all users of the Centre. To carry out the testing of the swimming pool water and recording the results in accordance with the centre swimming pool Normal Operating Procedure (NOP). Advising the Leisure Centre Supervisor of any test results that fall outside the NOP and of any tests that have not been completed in accordance with the NOP



Key Deliverables:

Maintain and deliver the highest levels of service, safety, cleanliness and local maintenance of buildings, ensure adherence to risk assessments, Health and Safety, COSHH regulations and staffing levels commensurate with Centre Management Policy, the requirements of 'Safety in Swimming Pools', the RLSS 'National Pool Lifeguard Qualification' and other operating procedures.

Responsible for supporting the Leisure Centre Supervisor with the security of facilities, Centre presentation and maintenance, plant operation, water quality testing, stock rotation and ensure normal operating procedures and emergency action plans are implemented as required.

Maintain a high degree of customer care whilst dealing with the public and staff at all times and monitor and maintain the safety and welfare of customers and staff within the Centre and ensure the correct behaviour and use by customers of Centre facilities.

Implement Emergency Action Plans as directed to do so by the Leisure Centre Supervisor, as necessary. This may include evacuations, pool bather rescues and applying first aid.

Supervision and responsibility for the safety of bathers.

To assist in facility and activity changeovers and be familiar with appropriate equipment and procedures and ensure the safe handling, transport and maintenance of One Leisure equipment.

Through direct supervision of on-duty Leisure Centre Supervisor support the correct delivery of systems, processes and procedures relevant to specific individual job roles.



	Essential (E) or Desirable (D)	Method of assessment
Knowledge and Qualifications		
<p>The minimum knowledge required to undertake this role and any qualifications or training essential for the role</p> <p>Example: Knowledge of planning legislation</p> <p>...Relevant Degree, professional qualification or membership</p>	<ul style="list-style-type: none"> • RLSS NPLQ or equivalent. (D)* • First Aid at Work Certificate. (D)* • Five GCSEs at Grade C or above including Maths and English, or equivalent. (D) • Pool Plant Operators Certificate. (D) • Fitness & sports instructor and swim teaching qualifications, or equivalent. (D) <p>* If you don't hold these, we can provide training and support to obtain them.</p>	Application form & Interview
Insert criteria		
Insert criteria (continue to add rows as required)		
Experience		
<p>Experience the person would need to do the job</p> <p>Example: Experience with working with young people, specifically 16-18 year olds</p> <p>Supporting and motivating volunteers</p>	<ul style="list-style-type: none"> • Work experience within a wet and dry leisure facility. (D) • Pool testing. (Chlorine & pH levels) (D) • Experience of a local authority leisure facility. (D) 	Interview



Experience of managing staff / leading projects		
Insert criteria		
Insert criteria (continue to add rows as required)		
Skills and Abilities		
<p>Specific skills the applicant would need to do the job</p> <p>Example: Clear and concise written and spoken communication skills</p> <p>Ability to present written information in a structured and balanced way appropriate to the needs of the reader.</p> <p>Post requires giving advice / exchange of information / persuading / negotiating (give example and frequency of communication - leave in what is applicable)</p> <p>Analytical skills</p> <p>Outline the types of issues / situations that post holder has to deal with on a frequent basis and whether these have standard processes or whether they have discretion</p>	<ul style="list-style-type: none"> • Excellent organisational, communication and interpersonal skills. (E) • Excellent customer service skills. (E) • Willingness to learn new skills and abilities. (E) • Awareness of safe systems at work. (E) • Ability and willingness to help at other sites. (D) 	<p>Interview</p>



Insert criteria		
Insert criteria (continue to add rows as required)		
<p>Decision Making and Impact on Others</p> <p>What impact the decisions made by the post holder would have on others across the Council</p>	<ul style="list-style-type: none"> • Implement decisions made by others. • Responsible for safety inspections and reporting when findings are outside the normal operating procedures to protect the safety of all at the Leisure Centre 	
<p>Communication with Internal and External Customers</p> <p>What customers the applicant would be in contact with in the job</p>	<p>Daily direct non-complex contact with customers on a day-to-day basis with the ability to resolve routine issues and requests.</p> <p>Internally to communicate directly to other leisure staff of decisions and processes to assist in the delivery of fitness, health and wellbeing activities to the customer base.</p> <p>The detail of the communication is low complexity. Page 4 of 5 Where is the focus of this role in their team, other teams or across the council.</p> <p>Internal customer contact 100%</p>	
<p>Personal Attributes and Other Requirements</p> <p>In this section please list any other qualities you are looking for from the applicant</p>	<p>Be a good team worker demonstrating loyalty and commitment to the organisation and team members, must be able to travel and be flexible to changes in hours</p>	



(E) Essential (D) Desirable	
HDC values 	<p>The values outlined below reflect our collective positive attitude and how all staff are expected to work together as one team.</p> <p>Inspiring: We have genuine pride and passion for public service; doing the best we can for customers.</p> <p>Collaborative: We achieve much more by working together, and this allows us to provide the best service for customers.</p> <p>Accountable: We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers.</p> <p>Respectful: We respect people’s differences and are considerate to their needs.</p> <p>Enterprising: We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.</p>



Safeguarding and promoting the welfare of children and young people/vulnerable adults

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

- Ability to safeguard and promote the welfare of children and young people/vulnerable adults
- Demonstrates understanding of safeguarding issues
- Appreciates the significance of safeguarding and interprets this accurately for all individual children and young people/vulnerable adults whatever their life circumstances.
- Has a good understanding of the Safeguarding agenda
- Can demonstrate an ability to contribute towards a safe environment
- Is up-to-date with legislation and current events
- Can demonstrate how s/he has promoted 'best practice'
- Shows a personal commitment to safeguarding children