

Job Description

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| Job Title | Leisure Assistant |
| Grade | Band D |
| Reporting To | Duty Officer / Team Leader |
| JD Ref | CS&CE0003G |

Purpose

In line with standard operating procedures organise, supervise and lead a range of activities and set ups for the 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.

Main Duties and Responsibilities

Behavioural:

- Enjoy, achieve, create impact, and thrive in the role and organisation.
- Live our values in the role and organisation.

Leisure Service duties & responsibilities:

- Provide lifeguard duties across designated swimming pool.
- Regularly patrol facilities, collect tickets and supervise changing facilities.
- Ensure all persons using the fitness suite are in possession of a valid receipt.
- Assist in general preparation for events and activities.
- Work on the front desk, dealing with customer queries and membership sales, working with relevant IT system (XN system), dealing with cash and Direct Debit payments in the absence of a Leisure Advisor, as and when required. Providing relevant up to date facility information and guidance in a professional and courteous manner.
- Undertake facility tours, customer interaction cleaning and gym supervision in the absence of a gym instructor, as and when required.

Site Maintenance:

- Regularly patrol facilities and ensure all areas are clean and in good working order.
- Ensure all areas are fit for purpose and report all defects to Line Manager.
- Undertake general cleaning and labouring duties as required.

Communication and Engagement:

- Deliver excellent customer service to internal and external customers, responding to customer enquiries and following the escalation process.
- 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.
- Follow the incident escalation process ensuring users comply with rules and regulations of the centre and report incidents to the Line Manager.
- Respond to emergencies including those requiring first aid following Normal and Emergency Operating Procedures.

Compliance:

- Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.
- Ensure health and safety regulations are always followed.
- Awareness, understanding and application of Leisure Centre Normal Operating Procedures (NOP's) and Emergency Action Plan (EAP).
- Awareness, understanding and application of Quality Improvement initiatives and service standards.
- All Leisure Assistants must participate in on-going training programmes designed to fulfil the requirements of the HSE179 Safety in swimming Pools Guidelines or any subsequent health and safety recommendations.

Other:

- Any other duties commensurate with the grade.
- Responsible for the wearing of Staff uniform issue and Personal Protection Equipment (PPE) appropriate to the role whilst on duty.

Role Specific Knowledge, Experience And Skills

Qualifications

- Royal Life Saving Society (RLSS) Pool Lifeguarding Qualification.
- First Aid at Work Certificate.

Knowledge & Skills

- The ability to deliver excellent customer service to internal and external customers.
- IT Skills
- *Desirable – Aptitude with cleaning aids/machines.*



Experience

- Experience of working in a role which requires direct contact with the general public.
- *Desirable - Experience of dealing effectively with the public including enquiries and complaints.*
- *Desirable - Experience of working with basic tools and cleaning equipment.*
- *Desirable - Experience of erecting and dismantling sport equipment.*

Additional Information

- Ability to travel across the Borough and work from various locations.
- On occasion, able to work outside traditional hours, of a weekend and evening as required, adopting a flexible working approach in response to business requirements.
- 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.
- Role involves light/medium lifting and moving of equipment.

Health & Safety Considerations:

- Prolonged Repetitive Movements/Actions
- Working shifts
- Working with chemicals (cleaning)
- Contact with children on occasions
- Exposure to persons with challenging or aggressive behaviour

**APPROVED BY: ROB PHYTHIAN
OPERATIONS AND COMPLIANCE MANAGER**



DATE OF APPROVAL: 28/07/2025

