Job Description

Service:	Leisure & Health
Job title:	Recreation Assistant
Grade:	Grade C
Hours of work:	37 Hours per week
Responsible to:	Leisure Centre Supervisor
Responsible for	
Direct reports:	0
Indirect reports:	Up to 20
Budget:	Nil

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

Dryside Duties:

To support the Leisure Centre Supervisors with all duties connected to the safe operation of the leisure centre including but not limited to, sports activity set ups and set downs, cleaning, covering reception and the gym when required to do so.

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.

Work towards fitness, sports coaching and swim teaching qualifications during employment to contribute to the One Leisure fitness, sports and swim programme.

To work shifts to meet the needs of the service that will include early mornings, evenings, weekends, Bank Holidays and by exception split shifts on the same day.

Contribute to the One Leisure service of Huntingdonshire District Council and the promotion of a positive image of Huntingdonshire within the Centre's catchment and beyond.

To undertake any other duties as may be required at any One Leisure site and have means of or access to transportation.

This job description is intended only as a guide to the range of duties involved. The post holder will need to be flexible and adaptable in order to respond to other duties that may be required from time to time and the changes and developments within HDC.

Knowledge and Qualifications (E) Essential (D) Desirable	• RLSS NPLQ or equivalent. (E)* • First Aid at Work Certificate. (E)* • 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) * If you don't hold these, we can provide training and support to obtain them.
Experience (E) Essential (D) Desirable	• Work experience within a wet and dry leisure facility. (E) • Pool testing. (Chlorine & pH levels) (D) • Experience of a local authority leisure facility. (D)
Skills and Abilities (E) Essential (D) Desirable	• 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)
Decision Making and Impact on Others	• 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.
Communication with Internal and External Customers	Daily direct non-complex contact with customers on a day-to-day basis with the ability to resolve routine issues and requests. 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. The detail of the communication is low complexity.

	Where is the focus of this role in their team, other teams or across the council. Internal customer contact 40% External customer contact %
Personal Attributes and Other Requirements (E) Essential (D) Desirable	• Ability to work unsupervised and use own initiative. • Ability to work both individually and as part of a team.
HDC values	The values outlined below reflect our collective positive attitude and how all staff are expected to work together as one team. **Inspiring:** We have genuine pride and passion for public service; doing the best we can for customers matters to us all. **Collaborative:** We achieve much more by working together, and this allows us to provide the best service for customers. **Accountable:** We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers. **Respectful:** We respect people's differences and are considerate to their needs. **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.

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