**Leisure & Fitness Assistant – Job Description**

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| 1. | **Job Purpose**The post holder will prepare and supervise the use of leisure facilities by the public. |
| 2. | **Major Tasks*** To undertake specific duties as directed by supervising staff to ensure that the highest quality service is available to all customers at all times.
* To ensure and effect the highest standards of cleanliness, housekeeping, hygiene, safety, basic maintenance and security at all times.
* The post holder will provide lifeguard cover (pool sites), ensuring safe use of the pool, assisting pool users in difficulty and administering life saving techniques where necessary.
* To ensure the safe and effective use of equipment, offer advice and assistance where necessary.
* To undertake fitness suite inductions and offer advice to potential members, including the provision of Personal Training Programmes.
* Administer first aid or refer as required.
* Undertake point of sales duties as required, including issuing of tickets, safe receipt of income, the issuing of equipment and supplying customers with relevant equipment, receipt and correct storage of same.
* To undergo regular training to ensure compliance with industry standards and programme demands (including National Pool Lifeguard Qualification training.).
* To attend relevant team meetings and development sessions.
* To assist with the delivery of the Learn To Swim Programme
* Assist in emergency procedures as set out in the emergency procedure manual.
* Comply with all Health and Safety procedures as laid down in the Health and Safety Manual and all current legislation pertaining to health and safety at work.
* To assist in supervising and controlling other public activities as required. E.g. birthday parties, school holiday activities.
* To have specific areas of responsibility within the leisure facility commensurate with the level of the post
* To deliver exercise classes in accordance with level of qualifications.
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| 3. | **Contacts*** The post holder is in daily contact with supervising staff for instruction, guidance and advice.
* The post holder is in daily contact with other Leisure Services Assistants to ensure the efficient and effective operation of the leisure facility.
* The post holder is in daily contact with reception staff for advice on customer requirements.
* The post holder is in daily contact with the public and community groups to undertake supervisory duties, point of sale duties and collect income.
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| 4.  | **Creative Work*** The post holder will be expected to display a sensible approach to problem solving and to refer matters to higher authority as required.
* The post holder will contribute to improving facilities and services by making suggestions for improvement.
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| 5. | **Decisions Made*** The post holder will make decisions in respect of designated tasks particularly in supervising customers and ensuring safe practices are carried out.
* The post holder will refer to their supervisor where appropriate where the course of action is not covered by set policy or procedure.
* The post holder will make recommendations for improvement to their supervisor which may result in changes to procedure or practice.
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| 6. | **Supervisory Responsibility*** On occasion the post holder may be required to supervise / support casual workers, trainees and work placements.
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| 7. | **Supervision Received*** The post holder will be line managed by the Team Leader but supervised on a day to day basis by the Duty Officer. Supervision will be by regular communication and contact whilst on duty at the leisure facility. The Duty Officer will monitor the post holder’s performance.
* The post holder will be able to work without supervision when supervising and controlling designated public activity areas.
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| 8. | **Complexity*** The post holder carries out a range of routine work which includes the ability to supervise and control public activity areas.
* The ability to respond calmly and professionally to incidents in activity areas including first aid and emergency incidents.
* The post holder will be required to complete manual tasks relating to cleanliness, housekeeping, hygiene, safety, basic maintenance and security
* The ability to use any equipment or machinery, for which training will be given, including computerised booking systems and pool testing equipment.
* Due to the nature of the duties to be undertaken and constant contact with members of the public, the post holder, on occasion, be subject to physical and verbal abuse. The post holder will display a calm and caring attitude at all times.
* The post holder will be required to undertake evening and weekend working as part of a shift pattern.
* In order to efficiently and effectively meet the needs of the service the post holder may be required to work across a variety of Telford & Wrekin facilities.
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**Leisure & Fitness Assistant – Person Specification**

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| Criteria | Standard |
| Qualifications | * Educated to GCSE level or equivalent.
* National Pool Lifeguard Qualification (or ability to achieve in 6 months.)
* Level 2 Health & Fitness Certificate (or ability to achieve in 6 months.)
* First Aid at Work Qualification (or ability to achieve in 6 months.)
* Sports Coaching, Teaching or Fitness Instruction qualification.
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| Knowledge | * A knowledge of Health & Safety issues within a leisure facility.
* Normal Operating Procedures and emergency action plans.
* An interest in and understanding of the benefits of a healthy lifestyle.
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| Skills | * Ability to supervise and control designated public activity areas.
* Good interpersonal skills and customer communication skills.
* Ability to use Flex for the purposes of bookings and ticket sales.
* Professional telephone manner.
* The ability to use equipment or machinery (training will be provided)
* The ability to solve problems as the need arises.
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| Experience | * Relevant experience in a leisure and customer services environment.
* Relevant experience in working as part of a team.
* Relevant experience in supervising and controlling public activity areas.
* Experience of cardiovascular and resistance machinery and a basic knowledge of free weight exercises.
* Relevant experience of sports coaching / teaching.
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| Personal style and behaviours  | * Ability to relate positively to members of the public.
* Ability to treat personal information with discretion.
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***We will ensure, so far as is reasonably practicable, that no disabled applicant is placed at a substantial disadvantage.  This person-specification includes what we believe are fully justifiable essential and desirable selection criteria.  Provided that the selection criteria unconnected with the disability are met, we will make ALL reasonable adjustments in order that someone with a disability can undertake the duties involved.***