

JOB DESCRIPTION

Job Title: Leisure Experience Assistant

Reports to: Duty Manager/Assistant General Manager/General Manager/Club Manager

Your main roles and responsibilities:

- Supports leisure work in a number of delivery areas e.g. swimming pools, sports facilities, changing areas across the centre and other facility within the centre – both within indoor and outdoor facilities.
- Pool lifeguard duties on a designated rota
- Maintains high quality health and safety standards including hygiene and good housekeeping.
- Sets out equipment for group and individual use
- Provides a high level of customer service response at all times to meet and exceed user expectations, promoting the whole service and sign posting additional opportunities for use at all times. Works with customers/users to meet their needs, when they use the facility.

What you will do:

- Ensure the whole centre is welcoming, clean, tidy and fit for purpose. Is responsible for maintaining hygiene and good housekeeping in public areas as outlined in Normal Operating Procedure and as directed by Senior/Manager. Responds quickly to potentially hazardous situations and accidents.
- Holds a valid National Pool Lifeguard Qualification and is required to attend 2 hours of compulsory training each month to maintain the qualification.
- Carry out specific cleaning tasks and minor maintenance duties, as directed. Takes initiative to react to cleaning requirements outside of normal cleaning routine. Carries out health and safety checks.
- Oversee the use of the swimming pool, ensuring that the pool operates safely, completes equipment set ups and ensures appropriate signage is in place and adhered to for different pool sessions. Ensures the hygiene, safety and enjoyment of all pool users, regardless of age and swimming ability.
- Where trained may be required to complete pool water tests to check the chemical mix of the pool and water management, and will complete head count sheets as required.
- Undertakes reactive duties as per the needs of the business.
- Set up and maintains dry side equipment ensuring it is safe and meet serviceable standards for use.
- Meets and greets customers, acting as the first point of contact for the centre, to facilitate user needs.

- Responds appropriately to customer enquiries in person and by phone/email. Responds positively to all enquiries and is empowered to resolve customer complaints and refer to the Senior/line manager where appropriate.
- Has knowledge of products and facilities; introduces customers to the range of facilities on offer, explaining membership packages, services and activities available, promoting the whole service and its offerings.
- Understand and competently use the Plus 2 system to enable bookings by customers to be accurately recorded for that centre and its facilities
- Operates and logs school, group and individual bookings (eg circuit training, junior after school activities, sports clubs, parties) – ensuring that all slots avoid duplication, maximise income for the centre and that the Trust’s policies regarding bookings, cancellations and refunds are adhered to
- Provides support, where trained, within instruction and coaching sessions for classes/ parties/sport coaching sessions/holiday schemes/junior sports coaching sessions or other programmed activities
- Complies with the requirements of the General Data Protection Regulations (GDPR) 2018 i.e. it is the responsibility of individual staff members to protect data and to take all reasonable steps to ensure all data is kept securely.
- Attends staff meetings and actively take part in any relevant staff development programmes and reviews/job chats, including being accountable for specific responsibilities linked to job role and position level.
- Complies with the 1610’s policies and procedures including Quality Assurance, Health and Safety Legislation, Safeguarding Children and Vulnerable Adults and those covering all aspects of Equality and Diversity.
- Carries out any other duties as may be required by line manager commensurate with the post.

Equality and Diversity:

We love people from all walks of life - and all runs, jumps and swims of life, too. Every body is different, and so is every day, because every day at 1610 all kinds of people try new things and set new goals. That means that all our colleagues must show inclusive behaviours, practices and attitudes at all times so that every potential customer feels welcomed, valued and able to make use of all our programmes and facilities.

All our colleagues will support the social, emotional, physical and well-being of each customer’s activity every time they visit.

Person Specification:

Essential:

- National Pool Lifeguard Qualification
- Good communication skills – oral and written; excellent customer service skills
- IT literate
- Flexibility to work evenings, weekends or irregular hours, as necessary is expected. Travel to other Trust locations maybe required.
- Embraces and demonstrates the 1610 values of:
✓Showing diversity ✓Inspiring others ✓Going the extra mile ✓Bringing ideas to life

Desirable:

- NVQ 2 in Leisure Operations and/or Customer Service
- Able to use Gladstone MRM MIS systems, or similar
- Qualified First Aider (Appointed person)