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|  | **POST TITLE:** | Leisure Assistant |
| 1. **2.** | **POST NUMBER:** |  |
| 1. **3.** | **GRADE:** | Grade 4  Job Evaluation Ref No: N9128 |
|  | **LOCATION:** | Your normal place of work will be the designated leisure centre. However, you may be required to work at any council workplace within County Durham |

1. **RELEVANT TO THIS POST:**

**Flexible Working:** The council’s flexible working policy is not applicable to this post

**Disclosure & Barring Service:** Subject to DBS Enhanceddisclosure

1. **ORGANISATIONAL RELATIONSHIPS:**

**Accountable to:** Reports to Operations Officer, Duty Officer and/or Gym Supervisor.

**Work alongside:** Other Leisure Assistants, Receptionists, Swim Teachers, Coaches & any other appropriate staff.

**Work with:** Across all Council Service Groupings.

**Responsive to:** Customers, community groups, statutory and non-statutory organisations and funding partners.

1. **DESCRIPTION OF ROLE:**

Supporting the Culture and Sport team in providing a high quality service to customers that is safe, efficient and enjoyed by users.

1. **DUTIES AND RESPONSIBILITIES *SPECIFIC* TO THIS POST:**

Listed below are the responsibilities this role will be primarily responsible for:

8.1 To undertake safety and operational checks of the building and environment (including general pool conditions, such as water clarity and odour when working in a pool) and to rectify, where appropriate, or report any faults or problems.

8.2 To ensure that high standards of cleaning and hygiene are maintained in accordance with policies and procedures.

8.3 To assist with the timely assembly and dismantling of equipment and activities for programme needs in accordance with policies and procedures.

8.4 To patrol areas of the centre, ensuring facilities are being used appropriately and accurately completing relevant documentation for operational checks.

8.5 To undertake lifeguard duties that ensures the safety of pool users and colleagues (when working on poolside) following correct policies & procedures.

8.6 To attend the stipulated lifeguard training sessions in order to achieve and maintain the levels of competence and qualification required by the organisation (when working on poolside).

8.7 To undertake work duties in a safe and effective manner that complies with guidance, policies, procedures and standards of the organisation, playing an integral role in safety and emergency procedures and practices.

8.8 To be responsible for the opening and closing of the building, including the setting of alarms.

8.9 To take bookings, payments & deal with enquiries in line with systems and standards.

8.10 To control entry into the centre, issuing tickets, receipts and equipment in a welcoming, effective and efficient manner.

8.11 To be responsible for the efficient and accurate operation of the computer based booking system in line with ICT policy & procedures.

8.12 To provide administrative support as necessary in areas such as: the processing of bookings, updating memberships, recording the development and progression of gym customers, implementing the sales and retention procedures etc.

8.13 To collect payments and monies, cash up, reconcile takings and prepare banking in line with financial policies & procedures.

8.14 To provide a first line of communication for enquiries, complaints, messages, etc., recording and directing information to the appropriate location, section or person.

8.15 To develop positive relationships with customers and inspire and motivate customers of all ages and abilities to attend and achieve their individual goals.

8.16 To provide appropriate education and advice to customers to ensure safe and appropriate use of gym equipment.

8.17 To undertake coaching / instruction to individuals and groups to meet the needs of the service as required. To play an integral role in the sales of memberships and retention of members

8.18 To carry out induction and fitness assessments, including the delivery of wellbeing intervention areas of work prescribing health and fitness programmes & any other programmes which may be developed.

8.19 To assist in any development, promotion or organisation of events or activities, taking an active interest in industry trends, suggesting new techniques and activities to management.

8.20 To assist the Physical Activity team in meeting its performance targets/outcomes.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed.

**9. COMMON DUTIES AND RESPONSIBILITIES:**

9.1 **Quality Assurance**

To set, monitor and evaluate standards at individual, team performance and service quality so that the user and the Service’s requirements are met and that the highest standards are maintained.

To establish and monitor appropriate procedures to ensure that quality data are reported and used in decision making processes and to demonstrate through behaviour and actions a firm commitment to data security and confidentiality as appropriate.

9.2 **Communication**

To establish and manage the team communications systems ensuring that the Service’s procedures, policies, strategies and objectives are effectively communicated to all team members.

9.3 **Professional Practice**

To ensure that professional practice in the team is carried out to the highest standards and developed in line with the Service’s stated objectives of continual improvement in quality of its service to internal and external customers.

9.4 **Health and Safety**

Manage health and safety in their area of responsibility in accordance with the relevant section(s) of the Corporate/Service Health and Safety Policy and to ensure that the Health and Safety policy, organisation arrangements and procedures as they relate to areas, activities and personnel under your control are understood, implemented and monitored.

9.5 **General Management (where applicable)**

To provide vision and leadership to staff within a specialist team, ensuring that effective systems are in place for workload allocation and management, the application of the Authority’s and the Service’s policies and procedures, including those relating to equality, supervision and appraisal and all aspects of their performance, personal development, health and welfare.

9.6 **Financial Management (where applicable)**

To manage a designated budget (as required) ensuring that the Service achieves value for money in all circumstances through the monitoring and control of expenditure and the early identification of any financial irregularity.

9.7 **Appraisal**

All members of staff will receive appraisals and it is the responsibility of each member of staff to follow guidance on the appraisal process.

9.8 **Equality and Diversity**

As an organisation we are committed to promoting a just society that gives everyone an equal chance to learn, work and live free from discrimination and prejudice.  To ensure our commitment is put into practice we have an equality policy which includes responsibility for all staff to eliminate unfair and unlawful discrimination, advance equality of opportunity for all and foster good relations.

These policies apply to all employees of Durham County Council.

9.9 **Confidentiality**

All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.

All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and using Council information assets. The Council has a Personal Information Security Policy in place.

9.10 **Induction**

The Council has in place an induction programme designed to help new employees to become effective in their roles and to find their way in the organisation.

**Person Specification – Leisure Assistant – Grade 4**

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|  | **Essential** | **Desirable** | **Method of Assessment** |
| **Qualification** | * National Pool Lifeguard qualification (if facility has a Swimming Pool) **and/or** * Level 2 gym instructor or equivalent in an appropriate area * First Aid Certificate or ability to work towards the qualification within an agreed time scale. | * NVQ Level 3 or equivalent in an appropriate area * Gym Adolescent Training Level 2 * Personal Training Level 3 * REPS registration * Dietary analysis and lifestyle qualification * Exercise Prescription qualification Level 4 * Level 2 Nationally recognised coaching qualification | Application form  Selection Process  Pre-employment checks |
| **Experience** | * Relevant experience within a customer focused environment and/or leisure centre and/or Gym * Working with customers from a wide range of backgrounds | * Experience within swimming pools * Coaching class based sports activities * Working to achieve targets * Monitoring performance/maintaining standards * Good clerical or administrative experience * Cash handling | Application form  Selection Process  Pre-employment checks |
| **Skills/Knowledge** | * Effective communication and interpersonal skills * Fundamental knowledge of health and safety practices | * General understanding of energy saving issues * Excellent ICT skills * Motivational techniques | Application form  Selection Process  Pre-employment checks |
| **Personal Qualities** | * Required to work outside of normal office working hours * An understanding of and commitment to good customer care * Ability to work as part of a team * Ability to use own initiative * Commitment to health and safety * Motivated to achieve targets | * Access to a car or means of mobility support (if driving must have a current driving licence and appropriate insurance) | Application form  Selection Process  Pre-employment checks |