DARLINGTON BOROUGH COUNCIL

NEIGHBURHOOD SERVICES & RESOURCES

JOB DESCRIPTION

POST TITLE :	Leisure Assistant
GRADE :	H
JOB EVALUATION NO.	C1981
REPORTING RELATIONSHIP	The post holder reports to the Duty Manager.
JOB PURPOSE :	To assist in the provision of a wide range of leisure services which are delivered within in a clean, safe and welcoming environment.
POST NO.	Various
PDR COMPETENCY FRAMEOWRK	Level 1, Expected Competencies for all employees

MAIN DUTIES/RESPONSIBILITIES

1. To be alert at all times and perform a quality pool lifeguard service.

2. To ensure cleaning is completed to the agreed standards within the time allocated.

3. To set up all the activity areas to ensure the correct timing and erection of equipment, and to problem solve where necessary.

4. To always check the building, fittings and equipment during set ups. To report any areas to the Duty Manager which need attention and remove any potential hazards immediately.

5. To assist in the implementation of emergency procedures and operational plans where appropriate, eg evacuation and drowning.

6. To work and communicate efficiently and effectively within and between workgroups.

7. To ensure that a high standard of customer service is delivered at all times when working across the leisure venues.

8. To have working knowledge of all main operational areas to cover breaks and holiday periods, eg fitness areas.

9. To deal with any initial customer enquiries, complaints or incidents, resolving where possible, or seeking assistance from the Duty Manager.

10. To assist the Duty Manager with on the job staff training for new recruits.

11. To attend one in three staff training sessions for the National Pool Lifeguard Qualification.

12. To wear regulation uniform and items of safety clothing, where appropriate.

13. Assist the Duty Manager in monitoring behaviour within the facility - deal with unruly elements, vandalism and persons gaining unlawful entry.

14. To safeguard and promote the welfare of children for whom you have responsibility, or with whom you come into contact, to include adhering to all specified procedures.

15. Ensure that you work in line with all the Council's policies and procedures and ensure that you are aware of your obligations under these.

16. Behave according to the Employees' Code of Conduct and ensure that you are aware of your obligations and responsibilities re. Conflicts of interest, gifts, hospitality and other matters covered by the Code.

17. Carry out your role in line with the Council's Equality agenda.

18. To comply with health and safety policies, organisational statements and procedures, report any incidents / accidents/ hazards and take a pro-active approach to health and safety matters in order to protect yourself and others.

19. Any other duties of a similar nature related to this post that may be required from time-to-time.

20. This post is deemed to be a 'Customer Facing' role in line with the definition of the Code of Practice on the English language requirement for public sector workers.

THE SUCCESSFUL APPLICANT WILL BE SUBJECT TO RELEVANT VETTING CHECKS, INCLUDING A SATISFACTORY **ENHANCED DISCLOSURE,** BEFORE AN OFFER OF APPOINTMENT IS CONFIRMED. FOLLOWING APPOINTMENT THE EMPLOYEE WILL BE SUBJECT TO RECHECKING AS REQUIRED FROM TIME TO TIME BY THE AUTHORITY

Darlington Borough Council and schools within the Borough are committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment.

Date: March 2017

DARLINGTON BOROUGH COUNCIL

NEIGHBOURHOOD SERVICES & RESOURCES

LEISURE ASSISTANT

POST NO – D12131, D10427, D10445 & D13227

All appointments are subject to satisfactory references.

Criteria No.	Attribute	Essential (E)	Desirable (D)
	Qualifications & Education		
1	RLSS National Pool Lifeguard qualification	**E**	
2	First Aid Qualification		**D**
3	Coaching Awards		**D**
4	Customer Care Qualification		**D**
5	Relevant Leisure Qualification		**D**
	Experience & Knowledge		
6	Approximately one years experience of working in a customer / public focused environment	**E**	
7	Understanding of health and safety	**E**	
8	Awareness of customer care	**E**	
9	Previous experience of working in the leisure industry		**D**
10	Experience of operating to quality systems		**D**
	Skills		
11	Ability to effectively communicate orally with a wide range of people	**E**	
12	Ability to deal with a diverse range of situations	**E**	
	Personal Attributes		
13	Ability to be on time for all duties	**E**	
14	Ability to work successfully as part of a team	**E**	
15	An interest in sport and leisure		**D**
	Special Requirements		
16	The ability to communicate at ease with customers and provide advice in accurate spoken English	**E**	
17	A flexible approach to working time arrangements with the ability to in accordance with a shift rota, including evenings and weekends	**E**	
18	Ability to form and maintain appropriate relationships and personal boundaries with children.	**E**	
19	Able to work extra hours if needed		**D**