

Post Title: Apprentice - Leisure Operations		Director/Service/Sector Active Northumberland		Office Use
Grade:		Workplace: Alnwick, Ashington, Blyth, Cramlington, Hexham, Morpeth, Ponteland, Prudhoe		JE ref: HRMS ref:
Responsible to Senior Lesiure Assistant /Duty Manager		Date: June 2017	Manager Level:	
Job Purpose: To assist in the delivery of a high level of customer service, ensuring the safety and comfort of customers and helping provide excellent leisure experiences.				
Resources		Staff	None	
		Finance	None	
		Physical	Competent Swimmer, Use of cleaning equipment	
		Clients	General Public, Work colleagues	
Duties and key result areas: <div>1. To achieve National Pool Lifeguard Qualification and attend Staff training according to the qualification.</div> <div>2. To assist in the lifeguarding of the swimming pools according to the centre's normal operating procedures, administer first aid and rescues if required.</div> <div>3. To help support in the day to day running of the centre's programme, setting up and taking down of equipment.</div> <div>4. To understand the centre's emergency action plan and other relevant policies and procedures.</div> <div>5. To assist with the cleaning and maintenance of all area's within the facility.</div> <div>6. To be aware of all relevant Health and Safety regulations as highlighted by their line manager.</div> <div>7. Ensure high levels of customer care are delivered at all times.</div> <div>The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post.</div>				
Work Arrangements				
Transport requirements:		Need to attend training and development courses, meetings or other work sites within the area.		
Working patterns:		Flexible including evening and weekend work.		
Uniform:		A Uniform will be provided.		
Working Conditions		Predominantly Operating INdoors but can be subjected to certain conditions e.g. chlorine, slippery surfaces, Outdoor work maybe required in all seasons.		

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Essential	Desirable	Assess by
Knowledge and Qualifications		
<ul style="list-style-type: none"> 4 GCSE's or equivalent inc Maths and English 	<ul style="list-style-type: none"> Sports / Fitness Coaching Qualifications 	a/i
Experience		
<ul style="list-style-type: none"> Experience of working with the general Public Competent Swimmer (Water Test Required) 	<ul style="list-style-type: none"> Previous experience of working in a leisure or customer focused facility. 	
Skills and competencies		
<ul style="list-style-type: none"> Ability to work to deadlines Ability to work as part of a team Ability to understand and follow straightforward spoken and written instructions. 		
Physical, mental and emotional demands		
<ul style="list-style-type: none"> Ability to work on own initiative. Must be punctual and reliable. Predominantly standing, sitting and walking, including extensive lifting, pulling and pushing. Extensive contact with service users and public which can result in emotional demands. 		
Other		
<ul style="list-style-type: none"> Demonstrates integrity and upholds values and principles. Supportive and adapts to team working. A willingness to undertake job related training. 		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits