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| **Job Description** | |
| **Post title** | Leisure Assistant |
| **JE Reference No** | N9128 |
| **Grade** | Grade 4 |
| **Service** | Regeneration, Economy & Growth |
| **Service Area** | Culture, Sport & Tourism – Culture & Sport Tourism Management |
| **Reporting to** | The post holder will be accountable to the Operations Officer, Duty Officer and/or Assistant Duty Officer |
| **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. |
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| **DBS** | This post is subject to an enhanced disclosure. |
| **Flexitime** | This post is not eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

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

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| **Duties and responsibilities** |

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

* 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.
* To ensure that high standards of cleaning and hygiene are maintained in accordance with policies and procedures.
* To assist with the timely assembly and dismantling of equipment and activities for programme needs in accordance with policies and procedures.
* To patrol areas of the centre, ensuring facilities are being used appropriately and accurately completing relevant documentation for operational checks.
* To undertake lifeguard duties that ensures the safety of pool users and colleagues (when working on poolside) following correct policies & procedures.
* 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).
* 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.
* To be responsible for the opening and closing of the building, including the setting of alarms.
* To take bookings, payments & deal with enquiries in line with systems and standards.
* To control entry into the centre, issuing tickets, receipts and equipment in a welcoming, effective and efficient manner.
* To be responsible for the efficient and accurate operation of the computer based booking system in line with ICT policy & procedures.
* 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.
* To collect payments and monies, cash up, reconcile takings and prepare banking in line with financial policies & procedures.
* To provide a first line of communication for enquiries, complaints, messages, etc., recording and directing information to the appropriate location, section or person.
* To develop positive relationships with customers and inspire and motivate customers of all ages and abilities to attend and achieve their individual goals.
* To provide appropriate education and advice to customers to ensure safe and appropriate use of gym equipment.
* 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
* 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.

* 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.
* 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.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety Policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal change to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information during the course of their work and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*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 by your manager.*

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| Person specification Leisure Assistant | | |
|  | Essential | Desirable |
| Qualifications | * 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 |
| 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 |
| Skills & Knowledge | * Effective communication and interpersonal skills * Fundamental knowledge of health and safety practices * In line with the pre-employment checks required for posts at facilities with a swimming pool where lifeguarding is part of the role, confirmation of appointment will be subject to the satisfactory completion of an in-house pool water competency assessment in respect of ability against the lifeguarding criteria. | * General understanding of energy saving issues * Excellent ICT skills * Motivational techniques |
| 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 | * Travel is a desirable requirement of the post |