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| **Job Description** | |
| **Post title** | Apprentice (Leisure Team Member) |
| **JE Reference No** |  |
| **Grade** | Apprentice |
| **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** |

As an apprentice you will be required to develop skills, knowledge, and experience in all aspects of leisure services. Your day-to-day duties will consist of working to ensure the full operations of a Leisure Centre maintaining all of the required set standards across the organisation and providing a high-quality service to customers that is safe, efficient and enjoyed by users.

You will be trained to safely operate the pool as part of a team and ensure the safety of the public. As part of your role you will learn and develop the skills required to operate the different activities such as swim and fitness provision.

This will be via on the job and formal training sessions to gain knowledge and understanding of the role and scope of the service. You will attend regular meetings with the Duty Officer and assessor and attend training sessions leading to nationally recognised qualifications.

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| **Duties and responsibilities** |

To learn and be given training in the required skills and responsibilities over the term of the apprenticeship to then be able to undertake the full range of duties listed below:

* To study and achieve the Leisure Team Member Level 2 Standard during the duration of the apprenticeship
* To undertake safety and operational checks of the building and environment ensuring facilities are being used appropriately and accurately completing relevant documentation.
* 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 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 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 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 assist the Aquatics Co-ordinators in the development of learn to swim, working alongside the swim teachers to provide a quality lesson programme.
* 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 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 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 | * 4 GCSE’s at Grades A\*-C/9-4 or hold an equivalent and relevant qualification including English * Ability to achieve the Level 3 Leisure Team Members qualifications including: * National Pool Lifeguard * First Aid Certificate * Level 2 Gym Instruction * Level 1 Assistant Swim Teaching * Level 2 Swim Teaching | * ICT qualifications |
| Experience | * Working with customers face to face from a wide range of backgrounds | * Communication in a range of methods * Microsoft Outlook and Teams |
| Skills & Knowledge | * Ability to follow instructions and to work in a team * Ability to work on own initiative * Good communication and interpersonal skills * Ability to enthuse others | * Health and Safety awareness * Awareness of the council’s role |
| Personal Qualities | * Willingness 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 * Behave in a professional way * Respect and encourage diversity * Punctuality * Positive attitude * Reliability * Personal interest in health and fitness | * Travel is a desirable requirement of the post |