

Job Description

Post title	Leisure Assistant
Job Evaluation	N9128
Grade	Grade 4
Service	Regeneration, Economy & Growth
Service area	Culture, Sport & Tourism – Wellbeing, Sport and Leisure
Reporting to	Duty Manager (Leisure & Sport)
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.
Disclosure and Barring Service (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

Description of role

Supporting the facilities management team to provide a high-quality service to customers that is safe, efficient and enjoyed by users. To undertake roles and responsibilities to meet specific facility requirements including lifeguard, gym, wellbeing and exercise classes. To provide a positive customer experience for all users demonstrating the thrive values on a daily basis.

To act as a physical activity advocate, proactively encouraging and supporting customers to live a healthy lifestyle.

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 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, ensuring facilities are being used appropriately and accurately.
- To undertake lifeguard duties (if appropriate) and associated training that ensures the safety of pool users and colleagues following correct policies & procedures.
- 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 when required.
- To provide administrative support in areas such as: the processing of bookings, updating memberships, recording the development and progression of gym customers, implementing the sales and retention procedures.
- To collect payments and monies, cash up, reconcile takings and prepare banking in line with procedures (if appropriate).
- To provide administrative support for customer facing services using the relevant systems e.g. Leisure Management System, payment system, CRM system (if appropriate).
- 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 equipment including the gym.
- To provide a friendly, welcoming and professional service to customers and to contribute towards a positive team spirit within the facility.
- To support the wellbeing agenda ensuring that our target groups receive a positive customer experience, supporting them on their journey to improve their health and wellbeing.

- 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.

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.

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 chance 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 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.

Person Specification

Attributes	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> -• Level 2 gym instructor or equivalent and /or National Pool Lifeguard qualification • First Aid Certificate or ability to work towards within an agreed time scale 	<ul style="list-style-type: none"> • 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 Level 3 • Level 2 Nationally recognised coaching qualification • Level 2 Swim Teacher qualifications
Experience	<ul style="list-style-type: none"> • Relevant experience within a customer focused environment and/or leisure centre and/or gym • Working with customers from a wide range of backgrounds 	<ul style="list-style-type: none"> • 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 and Knowledge	<ul style="list-style-type: none"> • Effective communication and interpersonal skills • Fundamental knowledge of health and safety practices • Understanding of the health and wellbeing agenda • Excellent customer care skills • 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. 	<ul style="list-style-type: none"> • General understanding of energy saving issues • Excellent ICT skills • Motivational techniques
Personal Qualities	<ul style="list-style-type: none"> • Required to work outside of normal office working hours • Personal interest in the fitness, leisure industry • Ability to work as part of a team • Ability to use own initiative • Motivated to achieve targets 	<ul style="list-style-type: none"> • Travel is a desirable requirement of the post • Ongoing commitment to continuing professional, management & personal development

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