



JOB DESCRIPTION

Job Title:	Recreation Assistant
Location:	Any Northampton Leisure Trust location
Salary:	£17,101 per annum (increase to NLW for 23 yrs and over)
Responsible To:	Duty Supervisor/Leisure Centre Supervisor

MAIN PURPOSE OF THE ROLE

To supervise customers undertaking leisure activities maintaining the required standards of health and safety, security, cleanliness and customer care at all times.

MAIN DUTIES & RESPONSIBILITIES

- Supervision of swimmers whilst in and around the pool and pool areas and the maintenance of safety standards in line with Normal Operating Procedures and Emergency Action Plan.
- Control and supervision of all activities within the centre setting up and dismantling equipment as required by daily programme.
- Responsible for health, safety and welfare of customers using the facility.
- Responsible for safe use and storage of all equipment when on duty.
- Provide a high standard of customer care at all times responding to any complaints, queries or requests in a professional manner.
- Deal with incident/accidents and administer first aid as required.
- Maintain a high standard of cleanliness throughout the building.
- Carry out basic maintenance as and when required.
- Unlocking and locking areas of the leisure centre as required throughout shift.
- Receiving, checking and storing deliveries of goods and supplies.
- Filling of vending machines as required.

- Responsible for security of stocks and supplies when receiving deliveries and filling vending machines.
- Maintain of daily record sheets as directed.
- Undertake any other duties commensurate with the post's level of responsibility

STANDARDS

- Develop a culture of excellence
- To act in accordance with, and positively promote, NLT's policies and standards
- Ensure all customers receive the highest level of service at all times
- Value and take ownership for customer satisfaction
- Keep up to date with all facility programmes and products in order to ensure you provide the latest information to customers
- Continually look to improve the quality of the service we provide
- To carry out duties with due regard for Health & Safety Requirements and Regulations, ensuring Safety is your highest priority. Report any concerns/issues immediately

JOB DEMANDS

Emotional Demands

- To be able to deal with customers in a professional and positive manner
- To remain calm and deal with any emergency situations that arise
- Can be subjected to verbal abuse and anti-social behaviour at times from members of the public

Physical Demands

- Involves regular lifting and carrying and the post holder is required to be physically fit and healthy
- Cleaning of poolside, changing rooms, toilets and activity areas as required throughout shift using chemicals - protective clothing provided
- Can be working in a hot and humid environment when on poolside
- Can be exposed to bodily fluids when giving first aid – protective clothing is provided

Working Conditions

- Required to maintain RLSS National Poolside Lifeguard Qualification and to attend monthly team training sessions
- Required to work on a shift roster which includes daytimes, evening, weekends and Bank Holidays, and to provide short notice cover

PERSON SPECIFICATION

List all relevant to the role, leaving in the standard items listed

	Essential/Desirable?	
	E	D
EXPERIENCE / KNOWLEDGE / QUALIFICATIONS		
Hold a current RLSS National Pool Lifeguard Qualification (or gain within 3 months)	✓	
Previous experience of working in the Leisure industry		✓
Previous experience of working as a Lifeguard		✓
Hold a current First Aid At Work Certificate (or gain within 3 months)	✓	
Knowledge of Health & Safety legislation and procedures		✓
Knowledge and understanding of safeguarding and best practice		✓
SKILLS	E	D
Excellent customer care skills	✓	
Ability to communicate clearly and effectively	✓	
Ability to act on own initiative or as part of a team	✓	
Able to undertake basic maintenance tasks		✓
BEHAVIOURS	E	D
Demonstrates trust, openness and respect in dealing with people	✓	
A dynamic performance driven individual with a 'can do', results focused approach and attitude	✓	
Flexible approach to tasks and workload	✓	
OTHER	E	D
Willingness to travel between all NLT sites	✓	
Commitment to continuous professional development and willingness to undertake training where necessary	✓	
Understanding of and commitment to equality and diversity	✓	
Interest in sport & leisure	✓	