

## **Job Specification**

**Job Title:** Leisure Assistant

**Location:**

**Responsible to:** Duty Manager

**Responsible for:**

### **General Description**

To work as a member of a team to ensure the safe and efficient operation of all activities both wet and dry.

### **Mission Statement**

To promote and develop health, wellbeing and more active lifestyles within the communities we serve

### **Aim**

Our aim is to help individuals and communities LIVE active, healthy, happy and fulfilled lives.

### **Our Values**

- ✓ **Listen** - we will proactively listen to our customers utilising their feedback.
- ✓ **Improve** – we continually look to improve the services we offer, embracing new opportunities, challenges and ideas.
- ✓ **Value** – we will offer affordable, value for money services to all our customers.
- ✓ **Encourage** – we will encourage individuals and groups to fulfil their potential and ambitions.

### **Specific Duties**

1. To supervise the use of the pool and poolside and all other areas of the facility in accordance with the required standards and practices.
2. To monitor swimming pool chlorine levels and report results directly to the Duty Manager.
3. To maintain high cleanliness standards throughout the Centre and all surrounding areas in accordance with the cleaning schedule.
4. To deliver excellent customer service and respond promptly to any reasonable customer requests or enquiries.
5. To instruct/coach wet and dry activities to both children and adults as appropriate to qualifications and experience.
6. To develop, maintain and promote good relationships with all users.
7. To ensure that the facilities are set up in line with bookings and to rig/de-rig any equipment as described in the Centre Operational Procedures.
8. To perform effectively and effectively all of the above.
9. To consider the safety of yourself and customers in any action you undertake.

10. To adhere to Hertsmere Leisure's positive attendance at work culture.

**Personal Specification for Leisure Assistant**

**Skills, Knowledge and Experience**

**Essential:**

1. RLSS National Pool Lifeguard Qualification
2. Ability to undertake a physically demanding role including the rig/de-rig of equipment
3. A recognised coaching qualification which you are willing to put into practice
4. Personable and observant.
5. Ability to establish good relationships with colleagues and customers.

**Desirable:**

1. First Aid at Work Qualification
2. ASA Level 2 Swimming Teacher
3. FA Level 2 Football Coach
4. NVQ Level II Sports Operations

**Complexity and Creativity**

1. To understand and adhere to all centre Operational Procedures and Work Instructions.
2. The ability to complete forms to document your actions including Pool tests and First Aid reporting.
3. To ensure a high level of pool and Centre supervision to maintain a healthy and safe environment.
4. To be able to conduct yourself in a professional manner at all times, including attend and contribute to team meetings and respond in an informed manner to customer enquiries.

**Judgements and Decisions**

1. To work in all areas of the Centre without formal supervision.
2. To control, organise and advise all centre users in the safe participation in various sports activities.

**Contacts:**

Internal – 20% External 80%

**Method:**

A Leisure Assistant is required to liaise in person, by telephone, and to attend meetings as required with clients, and staff.

**Internal:**

## InspireAll

Operations Manager &  
Operation Team

Daily liaison, co-ordinating Centre requirements, the day to day operation of the Centre.

All other Centre Staff:

Regular monitoring, planning and discussion of operational requirements. Ensure clear understanding of tasks, team working, Health & safety matters and attend staff meetings.

Leisure staff:

Understanding the programme requirements and ensuring they are met.

### **External:**

Centre Customers: Deal with telephone and personal enquiries and providing programme information. Understanding where to find the answers to questions you are unable to answer, sourcing this information and personally responding to the customer.

### **Special Features**

To have the ability to be flexible, use your own initiative, have an attention to detail and to cope effectively with a highly pressurised work schedule.

**Other factors affecting the post of Leisure Assistant**

<b>1.</b>	<b>Hours of Work:</b>	39 hours per week												
<b>2.</b>	<b>Grade:</b>													
<b>3.</b>	<b>Salary:</b>													
<b>4.</b>	<b>Notice Period:</b>	As detailed in the Statement of Particulars												
<b>5.</b>	<b>Holiday Entitlement:</b>	<p>Annual Leave entitlement is based on service and is as for full time employees (39 hours per week), working a five day week and <b>includes the 8 bank holidays at present legislated for each calendar year.</b></p> <p>All staff are required to allocate all bank holidays as part of their annual leave entitlement, but other days may become mandatory for operational reasons.</p> <p>Annual leave entitlement at present is:</p> <table> <tr> <td>On commencement with HL</td> <td>29 days</td> </tr> <tr> <td>After 1 year continuous service with HL</td> <td>30 days</td> </tr> <tr> <td>After 2 years continuous service with HL</td> <td>31 days</td> </tr> <tr> <td>After 3 years continuous service with HL</td> <td>32 days</td> </tr> <tr> <td>After 4 years continuous service with HL</td> <td>33 days</td> </tr> <tr> <td>After 5 years continuous service with HL</td> <td>34 days</td> </tr> </table>	On commencement with HL	29 days	After 1 year continuous service with HL	30 days	After 2 years continuous service with HL	31 days	After 3 years continuous service with HL	32 days	After 4 years continuous service with HL	33 days	After 5 years continuous service with HL	34 days
On commencement with HL	29 days													
After 1 year continuous service with HL	30 days													
After 2 years continuous service with HL	31 days													
After 3 years continuous service with HL	32 days													
After 4 years continuous service with HL	33 days													
After 5 years continuous service with HL	34 days													
<b>6.</b>	<b>Pensions choice:</b>	Options are:												
		<p>(i) Workplace Pensions Reform requires InspireAll to automatically enrol all employees who are aged between 22 and State Pension age, and earning above £10,000 a year into their Qualifying Workplace Pension Scheme. InspireAll's Qualifying Workplace Pension Scheme is a Group Stakeholder Pension Scheme provided by Friends Life. Employees who qualify for automatic enrolment will be joined into the Scheme on completion of one month's service. Other staff may join voluntarily at any time.</p> <p>Employees are required to contribute 5% of their Qualifying Earnings (earnings between £5,772 and £41,865 per annum) and InspireAll will also contribute 3% of Qualifying Earnings on their behalf. Employees can elect to opt out of the Scheme at any time and if they do so within 30 days of joining, any contribution deducted from salary will be refunded.</p> <p>Further information regarding the InspireAll Qualifying Workplace Pension Scheme will be forwarded to you within one month of joining service.</p>												
		(ii) The purchase of a personal pension.												
<b>7.</b>	<b>Location:</b>	Relevant Centre, however the post holder will be expected to work in any facility managed by InspireAll.												
<b>8.</b>	<b>The Rehabilitation of Offenders Act 1974:</b>	This post is exempt from The Rehabilitation of Offenders Act 1974 therefore the post holder will be subject to an enhanced DBS check.												
<b>9.</b>	<b>Other Duties:</b>	The other duties shown are those currently operative, but the post holder may be required to undertake any other associated duties reasonable and compatible with his / her grading, competence and qualification												
<b>10.</b>	<b>Leisure Benefits:</b>	Free use of leisure facilities is available to the post holder, subject to booking conditions. Please contact your Line Manager for details.												