**JOB DESCRIPTION**

Job Title: **RECREATION ASSISTANT**

Based at: Motcombe Pool

Reports to: Facility Manager

Hours: 35 per week to include weekends and bank holidays.

Salary: £13,824.00 per annum

**Purpose of Post**

The key purpose of this post is to maintain constant surveillance of customers in the facility; acting immediately and appropriately to secure the safety of customers in the event of emergency. When necessary you will provide emergency care and treatment as required until the arrival of emergency medical services.

**Customer Service**

The priorities of the Leisure Attendants are:

1. To provide a friendly and efficient service to all customers.
2. To pro-actively provide information to promote the Centre to the public at all times.
3. To respond positively to customer enquiries.

**General Tasks**

* To clean all areas of the Centre including pool hall, changing rooms, toilets, showers, storeroom and drains to ensure exceptional standards of hygiene and cleanliness.
* To ensure that all users behave in an orderly manner at all times and take appropriate action should any member of the public misuse the facilities.
* To assist with the delivery of continuous improvement plans.
* To assist in the maintenance, use and updating of safety equipment and to ensure that the requirements of the Health and Safety at Work Act are properly adhered to.
* To be diligent about compliance with the Trust’s Health and Safety Policy.
* To take on relevant responsibilities during Emergency Procedures.

**General Tasks – Wet Side**

* To lifeguard and supervise the pool area, assist swimmers in difficulty, undertake any necessary life-saving operations and apply First Aid as needed.
* To supervise changing rooms, showers and associated areas.
* To make and record periodic checks on chemical levels of the pool water and report to a manager should it fail to meet the required standards.
* To ensure the day to day preparation of the pool facilities for swimming lessons, special water activities and private parties.
* To assist the OM in organising special water activities for children during the school holidays.
* To maintain a National Pool Lifeguard Qualification including attendance at staff training on a monthly basis.

**General Tasks – Dry Side**

* To ensure day to day preparation of facilities eg equipment set ups.
* To welcome and serve customers at reception
* Cash up and reconcile the till at the end of each day.
* Open and close the facility ensuring security procedures are followed

**Other Duties**

To carry out other duties as required.

To adhere to Wave Leisure Trust’s policies and procedures.

I agree to accept this Job Description.

Signed:

Name:

Date:

**PERSON SPECIFICATION – LEISURE ATTENDANT**

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|  | **Essential** | **Desirable** |
| **Profile** | Good interpersonal abilities  Able to understand hazards related to pool conditions  Tact and diplomacy when dealing with customers who are breaking the rules  Ability to stay calm under extreme circumstances  Excellent observation skills  Quick reaction in dangerous situations  Customer focused  Driven and Enthusiastic  Passion for providing exceptional service  Team Player |  |
| **Experience** | Similar work environment |  |
| **Qualifications** | NPLQ (or ability to obtain NPLQ (or ability to acquire within two months)  Interest free funding will be provided if you do not have this qualification) | Knowledge of COSHH regulations  Coaching Qualification  First Aid Certificate |
| **Specialist Knowledge** | Able to organise leisure sessions in at least one activity. |  |
| **Other** | To be flexible to the changing demands of the business.  To be able to follow Wave Leisure Trust Policies and Procedures. |  |