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| **Job Title:** | **Leisure Assistant (LA)** |
| **Department:** | **Operations** |
| **Location:** | **Bradley Stoke** |
| **Reporting to:**  **(Job Title only)** | **Leisure Centre Manager (LCM)** |
| **Direct Reports:**  **(Job Title only)** | - |
| **Responsible to: (Where Applicable)** | Duty Manager (DM) on Shift |
| **Job Purpose and Main Aims:** | Creating positive first impressions and experiences!  Keeping our customers and colleagues safe, ensuring the highest operational standards are maintained |
| **Role and Responsibilities:** | **Role -** We take pride in our customer focussed approach in all that we do. You will ensure that customers enjoy a quality and safe experience whilst at our centres  **Lifeguarding**   * On a rotational basis during each shift   **Activities**   * Set up and dismantle equipment as required   **Housekeeping**   * Ensure that all areas of the building and surrounding areas are clean and tidy   **Health & Safety**   * Following our Emergency Action Plan (EAP) * Compliance with all procedures and checklists * Carry out First Aid as necessary   **Other**   * From time to time we may ask you to take on other tasks, in line with your job grade, which may offer opportunities to experience other parts of our business.   **Equality Diversity & Inclusion (EDI)**  We are proud to be an equal opportunities employer and are fully committed to EDI best practice in all we do. We believe it is the responsibility of everyone to ensure their actions support this with all internal and external stakeholders.   * Be aware of the impact of your behaviour on others * Ensure that others are treated with fairness, dignity and respect * Be prepared to challenge bias, discrimination and prejudice if possible to do so and raise with your manager * Speak up for others and support others to feel confident in speaking up if they have been subjected to or witnessed bias, discrimination or prejudice |
| **Training and Supervision** | * Staff training – monthly * GDPR |
| Physical Effort and/or Strain | Manual HandlingWill be required to aid with the setting up of sports equipment which may involve some manual handling.  * May be required to take deliveries, which may involve some manual handling. |
| **Additional Information:** | * An Enhanced Disclosure and Barring Service (DBS) check is required for this post. This will include a child and adult barred check. * Shift working covering days, evenings and weekends. * Uniform is provided * Regular training * Provide cover for colleagues from time to time. * May be required to work at any of the Leisure centres - flexible. |

**Person Specification**

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|  | Essential | Desirable |
| Qualifications | RLSS National Pool Lifeguard Qualification (NPLQ) or equivalent or the ability to achieve within the first 6 months of employment. | Relevant coaching or teaching qualification (leisure based)  NVQ Level 2 or equivalent or the ability to achieve within the first 12 months of employment.  (If no NPLQ) Current First Aid Certificate or the ability to achieve within the first 6 months of employment. |
| Experience |  | Experience of working in a customer focused environment. |
| Skills/Knowledge | Good verbal communication skills.  Customer awareness | Good written communication skills.  Awareness of current Health and Safety legislation.  Knowledge of business IT applications (e.g. word processing/spreadsheets).  Experience of customer care environment. |
| Specialist Training |  |  |
| Personal Qualities | Flexible approach to work  Positive work ethic  Team player  Self confidence |  |

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| **Our Mission: Inspiring Active Lifestyles**  **Our Vision: Giving More** | ***Working for Circadian Trust means adopting our Mission and Vision and demonstrating this through your actions.*** |
| **Staff Charter**   1. **Passion** – Be aware whenever you are in work; 2. **Communication** – Be a proactive communicator; 3. **Respect** – be the best that you can be and help others to be the best that they can be – everyday; 4. **Training & Development** – Identify & embrace personal and professional development opportunities; 5. **Ownership & Empowerment** – look for the big picture – and your contribution to it; 6. **Teamwork** – Be personally responsible for how your team delivers.   You set the personality of our business and this shines through all that you do in work. | |

**Career Pathway**

**Typical progression from Leisure Assistant Role**

*1. Leisure Assistant Duty Manager Assistant Manager Leisure Centre Manager*

*2. Leisure Assistant Fitness Assistant Fitness Supervisor Fitness Manager*

*3. Leisure Assistant Customer Service Advisor Customer Service Supervisor Customer Service Manager*

*4. Leisure Assistant Swim teacher Swim Co-Ordinator Swim Manager*