**Job Description**

**Job Title: Leisure Assistant – Wet Side**

**Responsible to: Duty Manager / Supervisor**

**Salary: Grade 1**

**Overview**

A Lifeguard employed with Celtic Leisure is responsible for the health, safety and welfare of those using the swimming pools.

A Lifeguard’s major responsibility is to observe swimmers and enforce regulations in the guarding of life and the prevention of accidents at swimming pools.

There are 4 key areas that all staff of the Company should focus on, namely:

1. Staff
2. Financial Sustainability / Resources
3. Communication
4. Health and Safety

**Summary of Main Responsibilities**

**Staff**

1. There will be no supervisory responsibility within this role other than assisting in work familiarisation of peers and new recruits.

**Resources**

1. You will be responsible for the proper use and safekeeping of hand tools, small items of equipment and low cost materials.

**Communication**

1. You will be expected to contact people on well established matters where you are able to provide readily available information or assistance. On occasion there may be a need for you to deal with situations where the outcome may not be straight forward.

**Work Environment**

1. Your working demands are such that tasks are interchanges but the programme of tasks is not normally interrupted
2. This role will require normal physical effort with periods of substantial effort or may involve prolonged effort in a constrained position.
3. Your working conditions include significant elements of inside or outside work involving some exposure to moderate noise, heat cold and difficult surroundings.
4. Your work could potentially involve some risk to personal safety of injury, illness or health problems arising from the environment or the public.

**Health & Safety**

1. To supervise all swimmers visiting the Complex.
2. To undertake any cleaning duties within the Complex and its exterior as required in line with COSHH regulations.
3. To ensure that all equipment is properly used and put away neatly following its use.
4. To ensure all areas within the complex are kept tidy.
5. To follow pool reading/ plant procedures (if applicable).

**Operations**

1. To undertake swimming instruction in line with National Swim Plan (NPTCBC) (if qualified).
2. To coach/instruct other activities as required e.g. water aerobics.
3. To promote good public relations by effectively dealing with customer queries and complaints.
4. To set up the pool for activities such as pool parties and Galas.
5. To demonstrate a positive public image by maintaining a high standard of personal appearance.
6. To assist in the promotion and marketing of the Complex programme.
7. To undertake regular staff training as required.
8. Your role is largely regulated by laid down procedures, but you will need on occasion creative skills to deal with routine problems.
9. To ensure the security of the buildings and contents of the Complex.
10. To undertake duties at any other facility within the remit of Celtic Leisure.
11. To administer first aid as required and complete relevant documentation and undertake first aid training as required.
12. To undertake such other duties which may be reasonably expected of the post holder, commensurate with the salary grade of the post and which are within his/her capabilities.
13. Understanding safeguarding relevant to role.

**Leisure Assistant – Wet Side**

**Person Specification**

**Work Experience**

|  |  |  |
| --- | --- | --- |
|  | **Essential/Desirable** | **Evaluation Method** |
| Experience of working within a Customer service environment | Essential | Application Form/Reference/Interview |
| Experience of dealing with customers face to face | Essential | Application Form /Interview |
| Awareness of Health & Safety at work | Essential | Application Form /Interview |
| Work experience in the leisure industry | Desirable | Application Form /Interview |
| Experience of swimming instruction preferably ASA | Desirable | Application Form /Interview |

**Skills/Abilities**

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| --- | --- | --- |
|  | **Essential/Desirable** | **Evaluation Method** |
| Excellent communication skills demonstrating a friendly approach and confidence when dealing with customers and colleagues | Essential | Application form/Interview |
| Ability to work under pressure and to maintain a professional image | Essential | Application form/Interview |
| Ability to work alone with minimum supervision, but also to work as part of a team and support other team members. | Essential | Application form/Interview |
| Knowledge of manual handling procedures | Desirable | Application form/Interview |
| Knowledge of COSHH requirements | Desirable | Application form/Interview |
| Awareness of Child Protection regulations | Desirable | Application form/Interview |

**Education and Training**

|  |  |  |
| --- | --- | --- |
|  | **Essential/Desirable** | **Evaluation Method** |
| Basic literacy and numeracy skills, which demonstrates an ability to undertake further training | Essential | Application form/Interview |
| NPLQ Qualification | Essential | Application form |
| STA/ASA Qualification | Desirable | Application form |
| Pool Plant Qualification | Desirable | Application form |
| First Aid Qualification | Desirable | Application form |
| Disabled Swimming Instructors | Desirable | Application form |

**Other Requirements**

|  |  |  |
| --- | --- | --- |
|  | **Essential/Desirable** | **Evaluation Method** |
| Ability to work flexibly and to attend work including evenings and weekends | Essential | Interview |
| Demonstrate awareness of equality issues in the workplace | Essential | Application form/Interview |