

## **JOB SPECIFICATION**

**JOB TITLE:** Leisure Assistant

**RESPONSIBLE TO:** Duty Manager

### **GENERAL DESCRIPTION**

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

### **SPECIFIC DUTIES**

- To supervise the use of the pool and poolside and all other areas of the facility in accordance with the required standards and practices.
- To monitor swimming pool chlorine levels and report results directly to the Duty Manager. To maintain high cleanliness standards throughout the Centre and all surrounding areas in accordance with the cleaning schedule.
- To be responsible for the safety, health and welfare of all employees in accordance with the Health & Safety at Work Act and related legislation and in accordance with company policies and codes of practice.
- Be aware of equal opportunities issues, adopting a practical approach.
- Adhere to all regulations and legislation relating to working with children.
- To deliver excellent customer service and respond promptly to any reasonable customer requests or enquiries.
- To instruct/coach wet and dry activities to both children and adults as appropriate to qualifications and experience.
- To develop, maintain and promote good relationships with all users.
- 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.
- Assist all customers who have queries complaints or require information, in a polite, friendly and helpful manner.
- Administer first aid where suitably qualified, in accordance with Company procedures.
- To perform effectively and effectively all of the above.
- To consider the safety of yourself and customers in any action you undertake.
- To adhere to InspireAll's positive attendance at work culture.

### **SKILLS, KNOWLEDGE AND EXPERIENCE**

- A National Pool Lifeguard Qualification is desirable although training will be provided for the right candidate.
- The ability to swim 50 metres in less than 60 seconds; swim 100 metres continuously on front and back in deep water and tread water for 30 seconds in order to pass the NPLQ competency test
- Experience in a leisure facility is also desirable
- Excellent communication and customer service skills are essential as is the ability to work as part of a team.
- A flexible approach to working hours, as you will be required to work on a rota basis to include daytimes, evenings and weekends.