

ROLE PROFILE & PERSON SPECIFICATION

RECREATION ASSISTANT

1. RESPONSIBLE TO: Duty Manager or Senior Recreation Assistant

2. ROLE OVERVIEW

- A Recreation Assistant is responsible for the cleaning, preparation and general safety of areas in a sport and recreation facility. In 'wet-side' facilities they will have a key responsibility for the safety of customers in the swimming pool and its surrounding areas. In 'dry-side' facilities there may be a greater emphasis on the setting up, taking down and storage of equipment. In both cases Recreation Assistants are the first point of contact with customers and will need strong communication and social skills.

3. SPECIFICALLY

3.1 Principle Responsibilities

- Preparing activity areas to include the safe setting up/dismantling of equipment and ensuring that all equipment is stored safely and securely when not in use.
- Monitoring and helping to maintain a safe and comfortable leisure centre environment by implementing organisational maintenance schedules.
- Ensuring the highest possible standards of hygiene and cleanliness are maintained by carrying out routine and other cleaning tasks when required.
- Assisting customers with enquires in a friendly and effective manner, proactively developing and maintaining high standards of customer care.
- Resolving customers' problems, including situations where there is disagreement over the actions and outcomes involved.
- Working as part of a team to ensure the smooth operation of the facility.
- Following Normal and Emergency Operating Procedures.
- Accurately filling in forms or reports relating to their normal duties.
- Taking occasional responsibility for the induction and development of new members of staff.
- In a wet-side facility, supervising the safety of the swimming pool environment and working to prevent accidents and emergencies.
- Meeting the training and development requirements of the job role.
- Working within the job role description at this level, recognising the standards and professional limitations that this provides, referring to appropriate members of staff for guidance and support.

3.2 Other

- To administer First Aid as required.
- To act in accordance with, and actively promote, GLL's policies and standards.
- To undertake any other duties commensurate with the post's level of responsibility

4. PERSON SPECIFICATION

THE AIM OF GLL IS TO RECRUIT PEOPLE NOT JUST FOR JOBS BUT FOR LONG TERM CAREERS. WE WANT “BETTER PEOPLE” WITH THE RIGHT GLL BEHAVIOURS TO SUPPORT OUR BUSINESS AND WHO WILL GROW WITH US AND “ACHIEVE MORE”

FOR THESE REASONS, WE LOOK FOR EVIDENCE OF THE FOLLOWING BEHAVIOURS IN ALL POTENTIAL AND EXISTING STAFF LOOKING FOR APPOINTMENTS OR PROMOTIONS:

BELIEVE

- Demonstrates self-belief
- Shows integrity
- Committed to service excellence
- Engages with 4 pillar values

ACT

- Continuously developing
- Results driven
- Positive ‘can-do’ attitude
- Makes a difference

ENGAGE

- Team player
- Great communicator
- Leads and inspires others
- Cares about our communities

The Job demands the following blend of knowledge, skills, experience and behaviour (all are essential, unless shown otherwise, and will be assessed by Application Form and / or Interview / Assessment):

4.1 Skills

- The ability to deal with customers and their queries and concerns with tact and sensitivity.
- The ability to work as part of a team.
- The ability to undertake routine maintenance and cleaning.
- The ability to deliver high quality service with minimal supervision.

- The ability to maintain the standards required by the National Pool Lifeguard Qualification

4.2 Knowledge

- Appropriate professional qualifications including NPLQ
- Good understanding of the characteristics and qualities that customers want from leisure / health and fitness centres.
- Knowledge of Health and Safety legislation and other legislation in relation to leisure centre operations.
- Understanding of Standard Operating Procedures and Emergency Action Plans

4.3 Experience

- Experience of achieving results and making a difference to customers

4.4 Behaviours

- A dynamic individual with a 'can do', results driven approach and attitude.
- An appreciation of, and commitment to, the distinctive culture and philosophy of the organisation.
- Demonstrates trust, openness and respect in dealing with people.
- Flexible approach to tasks and workload.

4.5 Other

- Able to work unsocial hours
- Ability to work flexible shift patterns e.g. morning shifts, evening shifts and weekends
- Society member (internal candidates only)