



Aylsham Sports Hub

Job Description and Person Specification

Job title	Leisure Assistant/Lifeguard (incl. Swim Assistant & Shift Leader)
Location	Aylsham Sports Hub (part of Aylsham Learning Federation)
Rate of Pay	Starting hourly rate £11.44
Responsible to	Aylsham Sports Hub Managers

Role and Context
Job Purpose Under the scope and direction of the Sports Hub Management team and in accordance with the practices and procedures of the pool and sports facilities to ensure that the community use of the hub is safe, a comfortable and pleasant experience, with pool related areas being properly maintained.
Context Aylsham Sports Hub swimming pool offers extensive community use through a membership scheme, non-members pay as you go swimming and activities and private hire. We also run a swim school on weekday afternoons and weekend mornings.
Other Job Information (e.g. any special factors or constraints) Hours to be advised.

Principal Accountabilities
Accountability <ol style="list-style-type: none">1. To ensure the comfort and safety of all users of the hub.2. To maintain vigilant supervision of pool users and ensure their safety at all times.3. To administer first aid, effect pool rescues and apply resuscitation as necessary.4. To comply with the hub's health and safety procedures at all times.5. To deal with customers in a friendly and professional manner, delivering outstanding service.6. To deal with any matter of concern immediately7. To carry out cleaning duties as necessary.8. To wear the prescribed staff uniform at all times.9. To carry out patrols of the hub.10. To prepare activity areas involving the setting up/dismantling of equipment.11. To ensure all the hub equipment is stored safely and securely when not in use.12. To report any maintenance issues using the appropriate procedures.11. To delegate tasks involved in the operation of the hub to the shift assistant where necessary and organise set up etc.12. To maintain any suggested training requirements.

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13. To administer any booking systems using computerised and manual systems.
14. To process all payments accurately.
15. To record and administer the lost property system.
16. To restrict access into the reception area to authorised personnel only.
17. To ensure the reception area is kept tidy and presentable at all times.
18. To ensure all communications, memos and diaries are read each day.
19. To ensure the float management systems are followed.
20. To answer the telephone as per the Aylsham Sports Hub standard.
21. To assist with any general clerical duties as requested.
22. To attend meetings and provide input into ways of improving and developing the hub.
23. To feedback any areas of concern to the pool manager.

Health and Safety

As a member of staff you are responsible for the safety and welfare of all users and you must therefore have knowledge of the hub's health and safety policy and relevant instructions for your area of work. Any matter which you consider requires attention in this respect is your responsibility to follow correct procedures and notify the pool manager or shift leader where relevant. Copies of the current health and safety policy and safety procedures are available in reception and within the pool safety operating procedure.

Person specification	
Qualifications	
Essential	Desirable
	Good general level of education. NPLQ or RLSS or STA lifeguarding qualification. First aid at Work
Experience	
Essential	Desirable
	Working in a similar environment/industry. Customer service experience, in person and over the phone/over email
Skills/knowledge	
Essential	Desirable
Understanding of health and safety. Good communication skills.	



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General Information

- The job descriptions details the main outcomes required and should only be updated to reflect **major changes** that impact on the outcomes of the job
- All work performed/duties undertaken must be carried out in accordance with relevant policies and procedures, within legislation, and with regard to the needs of our customers and the diverse community we serve
- Job holders will be expected to be flexible in their duties and carry out any other duties commensurate with the grade and falling within the general scope of the job, as requested by management
- Aylsham Sports Hub (part of Aylsham Learning Federation) is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment

Ethos

"Inspiring a healthy community. Investing in learning."

We are a safe, warm and welcoming community that always looks to treat each other with respect.

Our code of conduct of respect for yourself, respect for others, and respect for the environment help our community to thrive.

Values

We are a member of The Aylsham Cluster Trust - TACT a co-operative trust. We uphold the co-operative values:

Self-help - we help people to help themselves

Self-responsibility - we take responsibility for, and answer to our actions

Democracy - we give our members a say in the way we run our organisation

Equality - we are genuinely inclusive and pursue success for everyone

Equity - we carry out our work in a way that is fair and unbiased

Solidarity - we share interests and common purposes with our members and other co-operatives

Our Ethical Values are:

Openness - nobody's perfect, and we won't hide it when we're not

Honesty - we are honest about what we do and the way we do it

Social responsibility - we encourage people to take responsibility for their own community, and work together to improve it

Caring for others - we are a nurturing community that takes care of each other and we regularly support charities and local community groups