

Mytime Active**JOB DESCRIPTION****JOB TITLE: Recreation Assistant****BUSINESS UNIT: Leisure****POST NUMBER:****REPORTS TO: Duty Manager****MAIN PURPOSE**

To ensure the comfort and safety of all users of the facility and to provide excellent customer care.

Approximately 2/3rds of the time is spent poolside on lifeguard duties.

SUMMARY OF RESPONSIBILITIES AND DUTIES

1. To maintain vigilant supervision of pool users and ensure their safety at all times in accordance with the Quality Management System (QMS).
2. To administer first aid, effect pool rescues and apply resuscitation as necessary.
3. To deal with customers in a friendly and professional manner and to ensure the highest level of customer enjoyment and satisfaction, meeting the Customer Service Standards.
4. To carry out cleaning duties to the highest possible standards.
5. To carry out regular facility inspections.
6. To prepare activity areas involving the setting up/dismantling of equipment safely.
7. To ensure that all facility equipment is stored safely and securely when not in use.
8. To coach courses when required.
9. To report any maintenance issues using the appropriate procedures.
10. To assist customers with any enquiries and conduct tours of the centre, if necessary.
11. To carry out pool water quality and environmental tests, plus spa tests if necessary.
12. To supervise casual workers as required.
13. To assist the Duty Manager with any tasks as requested.
14. To attend regular team meetings, with feedback to the Duty Manager on any operational issues.
15. To keep up to date with Company and local management communications in place in the facility on a daily basis (e.g. notice boards, handover file, pigeon holes).
16. To comply with the facility's Health and Safety procedures at all times.
17. To comply with the Equal Opportunities policy.
18. To report any matter of concern to the Duty Manager immediately.
19. To maintain any training requirements.
20. To work as a team with colleagues in any area of the facility as required.
21. To work at other Mytime Active facilities as required.
22. To work shifts to cover the operating hours of the facility, which includes evenings and weekends.
23. To keep uniform smart and tidy, and wear name badge at all times.
24. Any other duties commensurate with the post.

DATE: April 2016

PERSON SPECIFICATION

JOB TITLE: Recreation Assistant

BUSINESS UNIT:

POST NUMBER:

REPORTS TO: Duty Manager

SKILLS AND ABILITIES

Essential:

Must be a strong swimmer.

Able to work as part of a team and on own initiative.

Motivated to serve the public.

Good verbal and written communication skills.

Reliable and enthusiastic.

Willingness to undertake any relevant training.

EXPERIENCE

Desirable:

Experience working as a Recreation Assistant or Lifeguard in a similar setting.

QUALIFICATIONS

Desirable:

National Pool Lifeguard Qualification (NPLQ).

First Aid qualification.

Training can be provided for those who are unqualified but both of these qualifications must be attained as a condition of appointment to the post/continued employment.

CONDITIONS OF EMPLOYMENT:

Health clearance.

Enhanced DBS check. This post is exempt from the Rehabilitation of Offenders Act.

Regular Pool Lifeguard Training attendance is required after qualification (as outlined in the QMS).

DATE: April 2016