

Leisure Assistant – Standard (Wet and Dry Facilities)

Department: Infrastructure, Housing and Environment

Division: Sport

Reports to: Duty Manager

Grade: MW03

JE Ref: IHE1112

JE Date: 24/04/2022

Job purpose

To deliver efficient and professional services according to the operational requirements and the specific knowledge and skills necessary, to optimise health and safety and customer experience. Leisure Assistants at the Standard level, who will be gym instructors or pool/beach lifeguards, focus on providing excellent customer experience to members of the public using the facilities available. Postholders also have responsibilities for the preparation and cleanliness of facilities, undertake 'front of house' duties and contribute to continuous service improvements.

Job specific outcomes

Deliver efficient and professional services according to the operational requirements applying to the facility, and impart the particular knowledge and skills required in relation to services to optimise customers' health, safety, and user experience. This includes the delivery of basic one to one inductions for the gym, and/or supervising safe use of equipment and the facilities including pools.

Deliver excellent customer service in a proactive way, interacting with members of the public using the facilities, with the postholder encouraging good health and wellness behaviours. This will include the postholder promoting the fitness and sports facilities on offer, and efficiently dealing with requests by applying the agreed customer service standards. Postholders will be required to work with a range of customers of varying ages, abilities, and nationalities, thereby requiring postholders to adapt their approach as necessary in each individual case and overcome any barriers to understanding.

Maintain up-to-date and appropriate levels of competency through their CPD activities according to the relevant professional standards., Undertaking regular training some of which may be delivered online, and being assessed in relation to the operational services with which they are involved.

Ensure the safety of members of the public by upholding regular training in first-aid/emergency first-aid, including specific training such as the use of defibrillators and the management of anaphylaxis. Postholders are responsible for responding to incidents or injuries that require first-aid or emergency first-aid by following standard operating procedures, some of which could be life threatening or life changing on occasion. Responsible for writing up first aid/incident reports and assisting in the controlled evacuation of premises in the event of an emergency according to the Emergency Action Plans.

Prepare the facilities for sports and/or fitness activities, setting up and taking down equipment, ensuring that this is done with full adherence to the appropriate health and safety protocols. Identify hazards within the facilities and ensure appropriate control measures are adhered to.

Maintain the cleanliness of facilities throughout the day, applying the appropriate cleaning regimes, as well as proactively addressing any cleaning requirements as they arise, particularly ensuring that high traffic areas and equipment are cleaned and disinfected, together with being tidy, to provide a hygienic and safe environment for customers. Again, in so doing, postholders must have the appropriate health and safety protocols in the forefront of their mind and record the completion of tasks according to the required methodology.

Provide cover for front of house and reception activities, usually during off-peak times, or when assisting with covering for absence. This will involve performing cashiering duties, including the receipt of payments for accessing the facilities and services, together with recording necessary details for non-members as required. A similar duty will involve postholders being responsible for maintaining the security of facilities, by opening up or locking the premises as required.

As part of the team, postholders are expected to contribute to continuous service improvements, providing customer and procedural feedback to the Duty Manager and/or the Business Development team. This will include postholders reporting on any deficient or defective equipment or facilities, as well as making any suggestions on procedural improvements that would enhance customer experience.

Statutory responsibilities

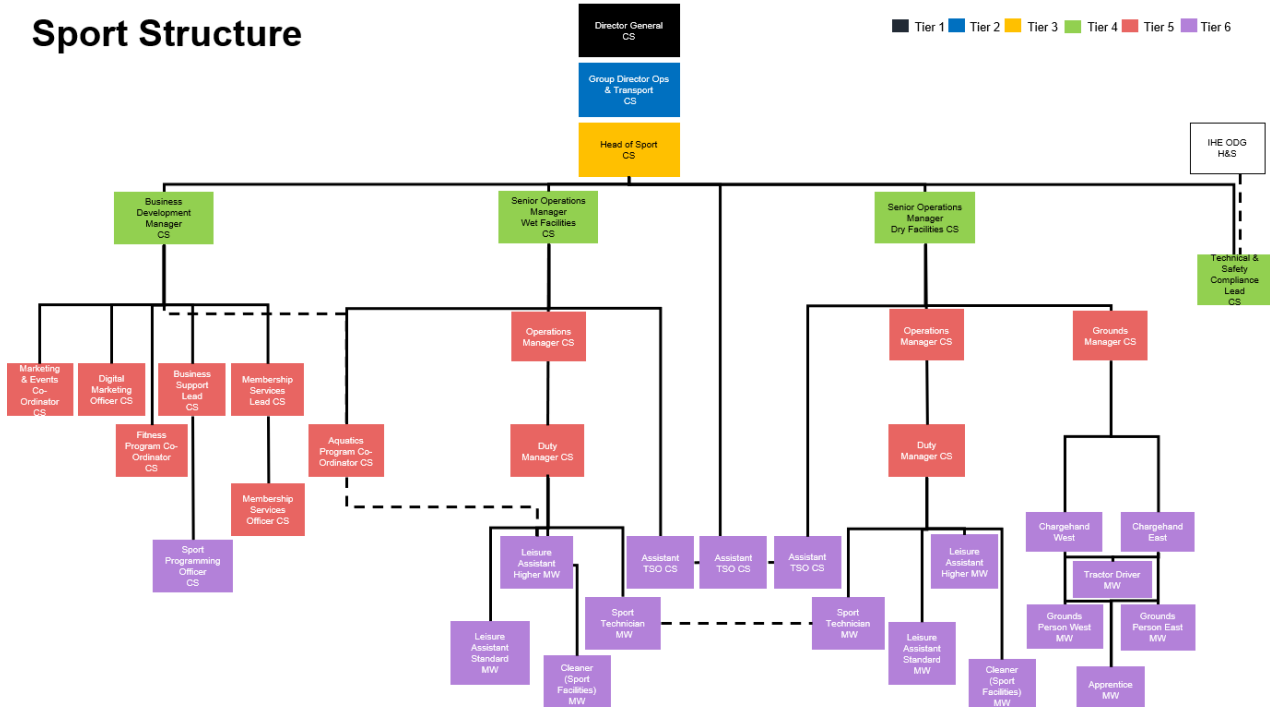
Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

Services

Leisure Assistant (Standard) – Gym Instructor, Pool / Beach Lifeguard

Organisational structure

Sport Structure



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications Please state the level of education and professional qualifications and / or specific occupational training required.</p>	<p>Wet Facilities: National Pool Lifeguard Qualification (NPLQ) (Level 2). AND IOS Foundation Water Test Certificate OR National Vocational Beach Lifeguard Qualification (NVBLQ) OR Qualified Gym Instructor (Level 2)</p> <p>Dry Facilities Qualified Gym Instructor (Level 2)</p> <p>All Safeguarding Health & Safety First-Aid at Work</p>	<p>Dry Facilities: National Pool Lifeguard Qualification (NPLQ) (Level 2). AND IOS Foundation Water Test Certificate OR National Vocational Beach Lifeguard Qualification (NVBLQ)</p>

<p>Knowledge <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>Health and safety, in particular manual handling, use of cleaning chemicals, working at heights and lone working.</p>	
<p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>A good level of fitness / aquatic fitness Have an acceptable level of the English language.</p>	<p>Driving Licence</p>
<p>General Skills/Attributes <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>The postholder needs the ability to:</p> <ul style="list-style-type: none"> • Understand and apply the requirements of local health and safety laws. • Remain vigilant to ensure the safety and wellbeing of customers (e.g. when undertaking pool or gym user supervision) effectively addressing any issues that emerge. • Use of Microsoft, bespoke computerised booking systems and online training. • Understand and apply safeguarding awareness / protocols. • Attend, understand, and apply the relevant customer experience and team working training that is provided. • Understand and apply the arrangements for fault reporting and emergency evacuation procedures. <p>Demonstrate a courteous and polite nature.</p>	

<p>Experience <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>An individual appointed directly to the job role would be expected to have previous experience matched to the services offered within the facility in which they are working.</p> <p>It would be expected that an appointee would be experienced in working independently.</p>	<p>Familiarity with the multi-sports environment.</p>
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Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the Government of Jersey tier 6 core accountabilities attributes and behaviour indicators.

Organisation chart

One Government Departments

