

Leisure Assistant – Higher (Wet and Dry Facilities)

Department: Infrastructure, Housing and Environment

Division: Sport

Reports to: Duty Manager

Grade: MW05

JE Ref: IHE1113

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 Higher level, who will be gym instructors or lifeguards possessing additional technical knowledge and skills where there will be required to deliver a range of specialist services, including Personal Trainer services; Group Fitness Instructor services; Sports Coaching; Pool Plant Operator services and Swimming Instructor (Learn to Swim). Focussing 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 to contribute to continuous service improvements.

Job specific outcomes

Prepare session plans and deliver group fitness, aquatic or learn to swim classes, supervising safe activity, addressing any issues that emerge with technique whilst engaging with the group in a professional, but fun and energetic manner. This includes the effective delivery of programmes to children, and interaction with parents and teachers.

Deliver excellent customer service by proactively interacting with members of the public using facilities to encourage good health and wellness behaviours. This includes postholders promoting the fitness and sports activities offered and efficiently dealing with any requests made to them, by applying the agreed customer service standards. Postholders will work with a range of customers of varying ages, abilities, and nationalities, adapting their approach as required, and breaking down any barriers to understanding.

Maintaining 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 using the facilities by maintaining regular training in first-aid / emergency first-aid, including specific training, relating to, for example, 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. They are also 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 according to the appropriate health and safety protocols. Identify hazards within the facilities and ensure appropriate control measures are adhered to. Within wet facilities this includes daily monitoring of chemical levels, chemical dosing, circulation plant filtration and gauges, clean filters and probes, undertake weekly backwashing of filters and calibration, topping up and dumping water.

Maintain cleanliness of facilities throughout the day according to the appropriate routine daily cleaning schedule as well as proactively addressing any cleaning issues 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 the 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 facilities and services and recording the necessary details relating to non-members as required. A similar duty will involve postholders being responsible for maintaining the security of the 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

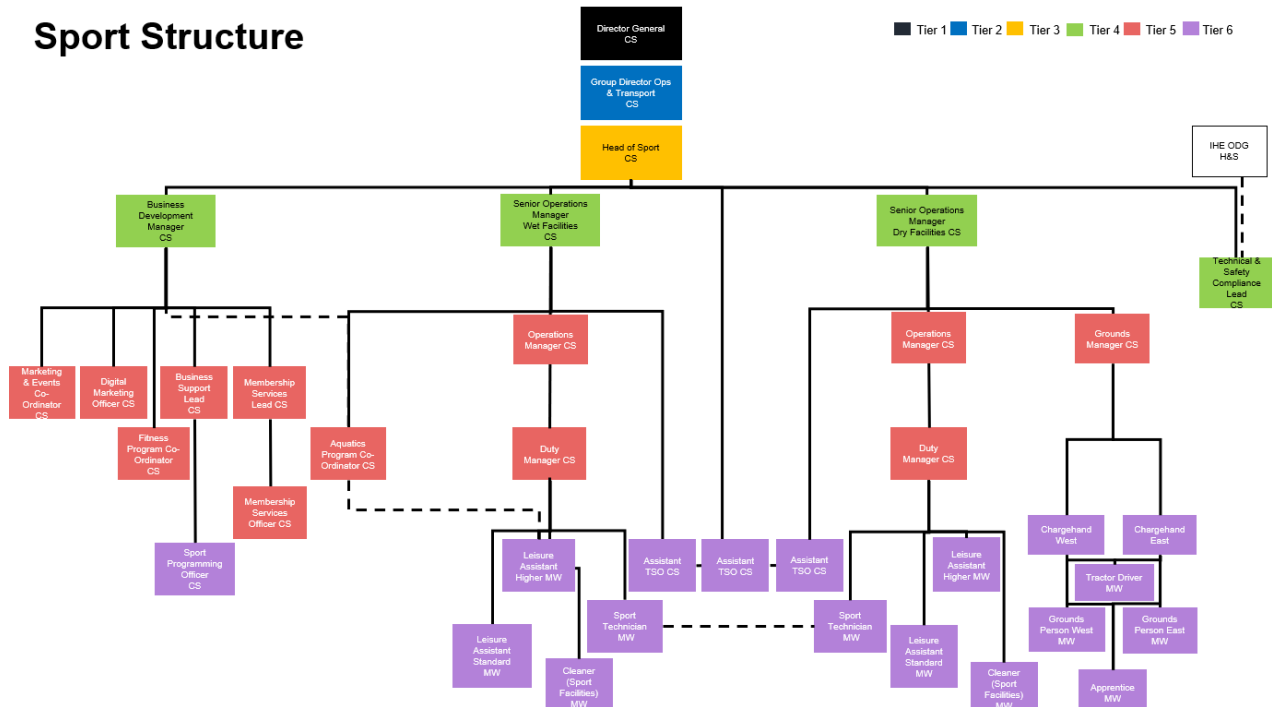
Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

Services

Leisure Assistant (Higher) – Gym Instructor, Pool / Beach Lifeguard, plus either a Personal Trainer services; Group Fitness Instructor services; Sports Coaching; Pool Plant Operator services and Swimming Instructor (Learn to Swim).

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:</p> <p>National Pool Lifeguard Qualification (NPLQ) AND National Pool Plant Operator (Level 3) AND • Qualified Swimming Teacher (Learn to Swim) OR • Qualified Group Fitness Instructor (Level 2 or 3) AND Qualified Gym Instructor (Level 2)</p> <p>Dry Facilities:</p> <p>• Qualified Gym Instructor (Level 2) AND • Specific Sports Qualifications (e.g.</p>	<p>Wet Facilities:</p> <p>National Vocational Beach Lifeguard Qualification (NVBLQ)</p> <p>Qualified and Accredited Personal Trainer (Level 3)</p> <p>Dry Facilities:</p> <p>National Pool Lifeguard Qualification (NPLQ)</p> <p>National Pool Plant Operator (Level 3)</p>

	<p>Trampoline Coach) (Level 2) OR • Qualified Group Fitness Instructor (Level 2 or 3) OR • Qualified and Accredited Personal Trainer (Level 3)</p> <p>All First-Aid at Work Safeguarding Health & Safety</p>	<p>Qualified Swimming Teacher (Learn to Swim)</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</p> <p>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, safeguarding and first-aid. • Demonstrate good organisational skills in the preparation of session plans for group fitness / swim-teaching classes (together with record keeping to report on the attainment of skills). • Remain vigilant to ensure the safety and wellbeing of customers (e.g. when undertaking pool or gym user supervision, or 	

	<p>supervising class activities) effectively addressing any issues that emerge.</p> <ul style="list-style-type: none"> • A strong communicator, with the ability to effectively communicate with a range of customers, of varying ages, abilities and nationalities, which includes children, parents and customers with varying needs. • Use of Microsoft, bespoke computerised booking systems and online training • 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>

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

