

Lancaster City Council - Job Description & Person Specification

Job Title:	Senior Leisure Assistant	Grade:	G7	Job Code:	LCC
Service/Team:	Communities and the environment.	Role Type: *Delete as appropriate	Fixed 37 Hours	Reports to: *Title & LCC Code	Operations Manager
Line Manages: *Title/s & LCC Code	Operations Manager				

Job Overview

Overview

The Senior Leisure Assistant will be responsible for helping, guiding and steering all frontline employees about their day to day work.

The Senior Leisure Assistant will assist the Duty Officer / Leisure Supervisor, in the day to day running of the shift.

The Senior Leisure Assistant, must ensure Centre changeovers are completed on time and must be tidied away on time, also ensuring the correct equipment is available for each session, and the room temperature is also adjusted as required.

To support All Teams in maintaining a high-level of cleanliness both inside and outside the building.

To respond to emergency situations, as and when they arise.

To will report any shortfalls by any staff member to the Leisure Supervisor.

To work as a Lifeguard, as and when needed to ensure a high level of pool supervision is maintained.

Direct Responsibilities

- To help prepare the shift, and list all activities.
- To ensure all changeover are completed on time, both before and after the activity.
- To ensure the correct "Light Settings" / temperature setting are on for fitness classes.
- To ensure the correct equipment is in the right place, and the correct amount is available.
- To help, guide and steer staff through the shift.
- To ensure the "Task Lists" and "Job Lists" are being worked through, throughout the day, this will include the Senior Leisure Assistant also undertaking tasks too.
- To report any damage to any equipment to the correct person.
- To complete check sheets and record the information accurately.
- To remain on the **"Shop Floor"** "Frontline" throughout the **"whole of the centre"** throughout the shift.
- Conduct continuous walk arounds of all areas including the Gym, X-Height, Café, Energy, Party Rooms, Spa, Hub, Poolside, Toilets, Changing Rooms, Plantrooms ect, looking for issues, and where work needs to be done to maintain the high level of cleanliness.
- At Least one external walk around, of the building per shift, identifying any issues.

Lancaster City Council - Job Description & Person Specification

- To report any staff shortfalls to the Leisure Supervisor.
- To always hold a NPLQ qualification.
- Will be expected to help with Lifeguard Duties as and when needed.

Primary Measurable Objectives

- Liaise regularly with Leisure Supervisors throughout the shift.
- Be a first responder to all incidents / emergencies, including Code Blue Pool Alarms, Evacuations, first aid incidents throughout the centre.
- To ensure all accident / incidents are dealt with swiftly and the correct documentation is completed.
- Ensure shift information is communicated between all team members using a variety of methods , and instruction is followed.
- Always deliver excellent customer service, dealing with customer comments and reporting more serious issues to the Leisure Supervisors and Operations Manager

Staff Management Responsibilities

- None

Lancaster City Council - Job Description & Person Specification

Person Specification			
Knowledge & Educational Requirements	Essential Criteria	Desirable Criteria	Assessed by: App Form, Interview, Certificate, Test, Other...
Specialised Qualifications & Training	Hold and National Pool Lifeguard Qualification.		App Form, Interview, Certificate
Experience	Have experience dealing with First Aid, and emergency situations. Have experience working in a busy Leisure Centre, showing and understanding of the day-to-day operations across the whole Centre. To be able to follow instruction, when given. To help, guide and steer Centre Staff through the shift. Can offer good customer care to all the customers who visit / use this facility. To be able to identify any wrongdoing, and report this to a Leisure Supervisor immediately.		App Form, Interview
Job Related Skills, Knowledge & Abilities	Administration duties IT skills, using related programme when needed.		App Form, Interview

Lancaster City Council - Job Description & Person Specification

Personal Attributes Including Interpersonal & Communication Skills	Excellent communicator, in both verbal, written systems. Have good time keeping and be able to priorities.		App Form, Interview
Special Requirements/Other			App Form, Interview

Lancaster City Council - Job Description & Person Specification

Additional information

Lancaster City Council Specific Knowledge

Once in post, demonstrate:

Understanding, implementation and adherence to Lancaster City Council's policies and procedures.

Understanding, implementation and adherence to Our Values.

Understanding of the post holder's own and their team's contribution to the Council's Corporate Plan.

General Statement

The above duties and responsibilities do not include or define all tasks that may be required of you. Duties and responsibilities may vary without changing the general character or grade of the role.

As a normal part of your job, you are expected to routinely undertake corporate activities on behalf of your Directorate, appropriate to grade of the role.

Learning and Development

You are expected to undertake any training and development appropriate to the current and future needs of the post.

Health & Safety at Work

All members of staff are responsible for fulfilling their health and safety roles and responsibilities, as outlined in the Job Description above. It is the employee's responsibility to ensure that they are familiar with the Council's health and safety policy, procedures, work instructions and relevant risk or other health and safety assessments pertinent to their work tasks, and that they carry out their work tasks in accordance with the significant findings of such.

Equal Opportunities

Lancaster City Council is an Equal Opportunities employer and has equal opportunities policies with which you are expected to comply at all times. The City Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

Climate Emergency

You will be expected to conduct your work activities in a way that demonstrates understanding of, and alignment with the requirements of delivering the Council's response to the Climate Emergency.

Community Safety

Section 17 of the Crime and Disorder Act requires local authorities to consider the community safety implications of all their activities. Officers of Lancaster City Council should have an awareness of community safety and consider any community safety implications within their own area of responsibility.

Safeguarding

Lancaster City Council delivers a range of services and activities that impact on the lives of children both directly and indirectly. Safeguarding children, ensuring their welfare, safety and health is of paramount importance. We are committed to providing safe and supportive services that will give children the opportunities to achieve their full potential.

Employee Signature:		Print name:		Date:	
Manager Signature:		Print name:		Date:	