

ELSWICK COMMUNITY LEISURE CENTRE

LEISURE ATTENDANT

We have up to TEN vacancies. We have full time positions up to 39 hours weekly, and part time vacancies.

Responsibilities include safe and effective daily management of the centre, with a full range of customer-facing and operational centre duties.

We offer a **£18,252 salary** and **33 days holiday** for full-time (39hr) employees aged 25 and over. **£15,900** for 18-24yo, **£12,472** for u18s. Part-time paid pro rata.

We are looking for appointments to be in place by mid October.

Applications must reach us no later than noon on Monday 9 September. Please let us know what hours you would like to work and any restrictions on your time.

- **Applicants must submit a CV**, including details of current and previous employment; qualifications with grades where appropriate, and referees.
- **Applicants should also submit a covering letter** (of approx 650 words max) stating the post they are applying for, how they are qualified for the post and how they meet essential and desirable criteria in the job description. They should also give an overview of responsibilities in their current or last employment (paid or voluntary).
- **Send applications to** enquiries@elswickpool.co.uk

All appointments will be subject to the receipt of satisfactory references and the satisfactory outcome of an enhanced DBS check.

If you wish to discuss these vacancies, please contact 0191 452 0932, leaving a message if no-one is available to take your call.

***Elswick Community Pool & Leisure Centre CIO** strives to be a fair and equal opportunities employer, determined to ensure no applicant or employee receives less favourable treatment on the grounds of gender, age, disability, religion, belief, sexual orientation, marital status, or race, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable.*

*The pool is located in **Newcastle's West End**, an economically deprived area with high levels of poor health. We are committed to working in partnership with local residents and organisations to deliver affordable and accessible opportunities and we expect our employees to actively contribute to ensuring these goals are met.*

Elswick Community Leisure Centre

Job Description - Leisure Attendants

Principal Responsibility

To contribute fully to a range of activities aimed at providing a safe, efficient and friendly leisure centre. You will also act as lifeguard, supervise activities and play a key role in making customers feel welcome.

Organisational Structure

Leisure attendants will report directly to either a senior leisure attendant or duty manager. They will help supervise volunteers, work experience trainees and newer staff members, working as part of a team.

Key Result Areas

- Proactive in meeting customer needs
- Deliver swimming lessons to schools and those on Learn to Swim programmes
- Maintaining high standard of cleanliness throughout the facility, ensuring Health and Safety standards are met
- Assisting in additional coaching activities e.g. fitness or aquatic disciplines
- Commitment to continuous professional development eg through getting new qualifications

Duties

- Undertake wide range of daily duties required to deliver safe and effective daily operation of the leisure centre, in line with centre risk assessments, working practices and procedures.
- To act as lifeguard.
- Work across frontline services (eg pool, gym, fitness rooms, reception, café). Tasks will be varied and staff will be expected to have a flexible approach to service delivery. Duties may include reception work, enforcement of safe behaviour by customers, handling money, taking bookings, supervising changing rooms or assisting with swimming classes.
- To supervise and support volunteers and work placements as instructed, supporting their professional and workplace development where appropriate.
- Liaise with service users and members of the public in a courteous and respectful manner, referring problem resolution to the line manager.

- Ensure tasks are completed within set timelines and to required standard. Ensure completed tasks and checks are appropriately recorded, in line with leisure centre procedures (e.g. sign for completion of a cleaning task).
- Follow direction from line manager to ensure regulations are implemented and predetermined standards maintained, working with colleagues to administer set rules and procedures.
- Follow all Normal Operating Procedures (NOP) and Emergency Action Plans (EAP).
- Assist in maintaining the plant and equipment in accordance with set procedures as well as responding to breakdowns or defects.
- Ensure that the facilities are maintained to the appropriate standard for cleanliness.
- Be familiar with the work of others and provide support and assistance as necessary to promote teamwork in the provision of good quality health, fitness and leisure service.

The duties and responsibilities highlighted in this job description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post. Any such duties should not substantially change the general character of the post.

Equal Opportunities. The post holder must carry out their duties with full regard to Equal Opportunities legislation and best practice.

Disclosure & Barring Service. All appointments are subject to the satisfactory outcome of an enhanced DBS check.

Early morning, evening and weekend working will be required as part of a flexible rota arrangement, commensurate with the demands of the post.

Person Specification on next page

Elswick Community Leisure Centre

PERSON SPECIFICATION

JOB TITLE

LEISURE ATTENDANT

Person Specification		Measured By: -
Qualifications / Knowledge	Essential <ul style="list-style-type: none"> • Current RLSS National Pool Lifeguard Qualification • Experience of working in a sports environment 	Documents CV Application Interview
	Desirable <ul style="list-style-type: none"> • Fitness Qualification • Coaching qualifications in other sports. • First Aid at Work Qualification • Safeguarding Children in Sport Certificate • ASA Level 1 or 2 (Swimming) Teaching Certificate or NVQ equivalent • NVQ Level 2 (Sport and Recreation) • CIMSPA member 	
Technical Expertise	Essential <ul style="list-style-type: none"> • Well organised effective team leader • Good communication skills • Flexibility and willingness to take on various responsibilities • Ability to work with volunteers • Good customer care • Awareness of the need to provide high quality training to volunteers and personnel • Ability to resolve issues and answer queries 	CV Application Interview
	Desirable <ul style="list-style-type: none"> • Ability to demonstrate an understanding of the following: retail sales, pool plant, membership sales, delivery of staff training sessions • Experience with computers i.e. Excel, Word, PowerPoint, 	

Personal	Essential <ul style="list-style-type: none"> • Self motivated • Good verbal and written communication skills • Advocate of the benefits of a healthy lifestyle • Working as part of a team and maintaining positive relationships • Punctuality • Able to cope with some periods of physical and mental demand, and some periods of concentration (pool duty). 	CV Application Interview
	Desirable <ul style="list-style-type: none"> • Enthusiasm for sport • Ability to demonstrate commitment • A willingness to improve and develop skills 	
	Skills and Attributes	
	Essential <ul style="list-style-type: none"> • Have the ability to work out basic problems • Ability to organise and plan in advance in order to achieve deadlines and outcomes • The ability to meet the needs and requirements of the customer in all aspects of the business. • Ability to measure quality of work against set standards • Ability to follow set down procedures and have an input into improve of systems when required • Ability to communicate clearly (written and verbal) • Ability to report matters of relevance to line manager 	CV Application Interview
	Desirable <ul style="list-style-type: none"> • Positive attitude • Adaptation to change 	



power to
change

business in
community
hands