

ELSWICK COMMUNITY LEISURE CENTRE

SENIOR LEISURE ATTENDANT

Three vacancies

- **2 x Full Time SENIOR LEISURE ATTENDANT (up to 39 hrs), £20,280, 33 days holiday** including 8 statutory days. Will have responsibility for safe and effective daily management of the centre, staff and volunteers with full range of duties.
- **Part Time SENIOR LEISURE ATTENDANT (20hrs), £20,280 (*pro rata*), 33 days holiday** including 8 statutory days (*pro rata*). Will have full responsibility for safe and effective management of the centre, managing staff and volunteers with full range of duties.

We are looking for appointments to be in place by mid October. **We will be interviewing candidates 12 and 13 September.**

Applications must reach us no later than noon on Monday 9 September.

- **Applicants must submit a CV**, including information about current and previous employment, qualifications including 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 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 and is 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. The board is committed to working in partnership with local residents and organisations to deliver opportunities that are both affordable and accessible and there is an expectation that employees will contribute to ensuring these goals are met.*

SENIOR LEISURE ATTENDANT JOB DESCRIPTION

1. PRINCIPAL RESPONSIBILITY

To be jointly responsible for daily operational running of the centre, ensuring a safe, legally compliant, efficient and friendly environment. All senior leisure attendants (SLAs) will take on their fair share of responsibilities connected with running the centre, also assisting in managing key performance areas and motivating employees and volunteers.

2. ORGANISATIONAL STRUCTURE

SLAs will report to duty managers and be responsible for the full range of daily centre duties, both customer-facing and behind the scenes. Responsible for supervising leisure attendants, swimming teachers, volunteers and work placements, as required.

3. KEY RESULT AREAS

- To supervise and co-ordinate staff, volunteers, coaching personnel work placements.
- To plan, review and report on volunteer development.
- To contribute towards improved operational performance and income generation plans including cost monitoring.
- To ensure safe, efficient and legal operation of centre and commitment to full range of centre duties.
- To run classes and contribute to enhancement of centre's services.

4. DUTIES

- Undertake wide range of daily duties required to deliver safe and effective daily operation of the leisure centre, in line with risk assessments, working practices and procedures. This will include customer-facing activities, plant room duties and general building maintenance responsibilities.
- Act as lifeguard and first aid lead.
- 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. Daily duties may include reception work, enforcement of safe behaviour by customers, handling money, taking bookings, supervising changing rooms or assisting with swimming classes.
- Liaise with service users and members of the public in a courteous and respectful manner, referring problem resolution to the line manager.
- Work on specific projects as directed by line manager.
- Being proactive about developing new income generation possibilities and including excluded communities in using the centre.

- Supervise and direct the work of duty staff, liaising effectively with colleagues (including volunteers).
- Recruit, train and mentor staff, coaches and volunteers, providing them with advice and guidance in the planning and delivery of activities.
- Jointly operate the facilities in accordance with legislation, health & safety procedures, ensuring all necessary testing and certification is undertaken, with full records kept.
- 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.
- 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.
- Deliver internal and external courses as and when required.
- To be committed to continuous professional development (CPD) relevant to the post. To maintain own current Pool Lifeguard qualifications.
- 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.
- To hold keys and follow opening and closing down procedures. To attend alarm call outs.
- Occasional cover for duty managers.
- Work on specific development projects as directed by line manager.

Working Patterns - Early morning, evening and weekend working will be required as part of a flexible rota arrangement, commensurate with the demands of the post and ensuring full and appropriate duty cover at opening hours.

Other Duties – Duties and responsibilities in this job description are not restrictive. The post holder may be required to undertake any other duties, which may be required from time to time. 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 a satisfactory outcome of enhanced DBS checks.

Elswick Community Leisure Centre
PERSON SPECIFICATION

JOB TITLE

Senior Leisure Attendant

Person Specification		Measured By:
Qualifications / Knowledge	Essential <ul style="list-style-type: none"> Operational experience of Swimming Pools Current RLSS National Pool Lifeguard Qualification ASA Level 1 Teaching Qualification, or equivalent 	CV Document Evidence Interview
	Desirable <ul style="list-style-type: none"> RLSS TA Tutor, Mentor or Trainer Qualification ASA Level 2 Teaching Qualification IOSH Qualification Experience of Managing or working with Volunteers First Aid at Work Certificate CIMSPA member L2 Fitness Instructor Certificate in Pool Plant Operation 	
Technical Expertise	Essential <ul style="list-style-type: none"> Experience in a management role Well organised and able to meet deadlines Able to solve technical issues relating to Operations, Customers and Employees Experience of evaluating and monitoring activities using performance indicators Evidence of CPD Evidence of outreach work 	CV Application letter Interview
	Desirable <ul style="list-style-type: none"> Understanding of Health and Safety in the public and private sector, in particular HSG 179 Able to demonstrate good IT skills including presentations 	

Personal Qualities	Essential <ul style="list-style-type: none"> • Pro-active, self-motivated and skilled at motivating others • Able to communicate positively with a broad range of people • Advocate of the benefits of a healthy lifestyle • Ability to work successfully both independently and as part of a team • Commitment to work outside normal working hours including evenings and weekends • Punctuality 	Application letter Interview
	Desirable <ul style="list-style-type: none"> • Good health and safety compliance knowledge • Ability to demonstrate commitment • A desire for constant self-improvement 	
Skills and Abilities	Essential <ul style="list-style-type: none"> • Strong team leadership and influencing skills • Good facilitation and negotiation skills working with a wide range of partners and volunteers • Be able to perform under pressure and manage many projects simultaneously • Be a team player with the ability to work on own initiative • Able to demonstrate excellent personal organisation with the ability to prioritise own workload and balance conflicting demands • The ability to tackle challenges in a systematic way and solve problems • Good verbal and written communication skills 	Application Letter Interview
	Desirable <ul style="list-style-type: none"> • Able to liaise with businesses and partners • Experience of promoting activities and events 	



power to
change

business in
community
hands