

JOB DESCRIPTION
Recreation Assistant
Vacancy Reference: N1473

Job Title:	Recreation Assistant
Department/College:	Sports Centre
Directly responsible to:	Duty Manager
Supervisory responsibility for:	None
Other contacts:	<p>Internal: University students, staff and related departments</p> <p>External: Visitors and other routine contacts</p>
Major Duties:	<ol style="list-style-type: none"> 1) To ensure the health and safety of customers using the centre and swimming pool through vigilant supervision in line with the Normal Operating Plan, Emergency Action Plan and safe systems of work. 2) To attend weekly training sessions and to ensure that the RLSS UK National Pool Lifeguard Qualification (NPLQ) remains current. 3) To regularly patrol the centre in order to ensure the highest standard of security and health and safety. 3) To ensure the highest level of hygiene and cleanliness throughout the facility and prepare for customer use. 4) Setting up and dismantling of sports equipment as required. 5) To ensure that regular maintenance checks are carried out and defective equipment removed from use and reported to the Duty Manager. 6) To ensure that excellent customer service is delivered at all times. 7) To provide help and guidance to users by responding to enquiries and resolving problems efficiently. 8) Undertake all duties in accordance with the Sports Centre and University policies. 9) To contribute to the daily operations of the Sports Centre in a professional manner, in accordance with the centres aims and objectives and customer service plan. 10) Ensure that customer comments and complaints are handled professionally, with issues being referred to the appropriate member of staff. 11) To undertake any other duties, not specified above, that are appropriate to the level and responsibilities of the post which may involve providing assistance in any section of the Sports Centre. <p>The Sports Centre reserves the right to update the job description from time to time, to reflect the changes in, or to, the role. Staff will be consulted about any proposed changes.</p>

PERSON SPECIFICATION

**SPORTS CENTRE
CASUAL RECREATION
ASSISTANT**

Criteria	Essential/ Desirable	Application Form Supporting statements Interview *
Advocate of excellent customer care ensuring that the experience of each customer is positive and satisfactory.	Essential	Supporting statements/Interview
Excellent communication skills.	Essential	Supporting statements/Interview
Experience of dealing with a range of customer queries/concerns in a professional manner.	Essential	Supporting statements/Interview
Ability to work proactively and flexibly within the team and work on own initiative.	Essential	Supporting statements/Interview
Ability to work shifts, including evenings and weekends.	Essential	Supporting statements/Interview
Ability to demonstrate an up to date knowledge of health and safety issues relating to leisure.	Essential	Supporting statements/Interview
Experience of and/or appreciation of a multi-cultural environment.	Essential	Supporting statements/Interview
Current RLSS UK National Pool Lifeguard qualification.	Desirable	Application form/Interview
National Governing Body Coaching qualification wet and /or dry.	Desirable	Application form
Previous experience of working in the public sector.	Desirable	Supporting statements
Previous experience of working in the Leisure Industry.	Desirable	Supporting statements