

JOB DESCRIPTION
Recreation Assistant
Vacancy Ref: N1931

Job Title:	Recreation Assistant	Present Grade: 2
Department/College:	Sports Centre	
Directly responsible to:	Duty Manager	
Supervisory responsibility for:	None	
Other contacts		
Internal:		
University students, staff and related departments		External: Visitors and other routine contacts
Major Duties:		
<ul style="list-style-type: none">• 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.• To attend weekly training sessions and to ensure that the RLSS UK National Pool Lifeguard Qualification (NPLQ) remains current.• To regularly patrol the centre in order to ensure the highest standard of security and health and safety.• To ensure the highest level of hygiene and cleanliness throughout the facility and prepare for customer use.• The setting up and dismantling of sports equipment as required.• To ensure that regular maintenance checks are carried out and defective equipment removed from use and reported to the Duty Manager.• To ensure that excellent customer service is delivered at all times.• To provide help and guidance to users by responding to enquiries and resolving problems efficiently.• Undertake all duties in accordance with the Sports Centre and University policies.• 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.• Ensure that customer comments and complaints are handled professionally, with issues being referred to the appropriate member of staff.• To contribute to new ideas and make suggestions for the continual improvement of the services and procedures.• 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.		
Further Information:		
Qualifications – It is a condition of employment that Recreation Assistants possess a current NPLQ and HSE First Aid at Work Certificate. Staff appointed without the first aid certificate must attend a course as soon as possible after employment.		
The Sports Centre reserves the right to update the job description from time to time, to reflect the changes in, or to, the role. The post holder will be consulted about any proposed changes. Significant permanent changes in duties and responsibilities will require agreed revisions to be made.		