



THE LINK AT SANDBACH SCHOOL

Title: Leisure Assistant

Information: Two, three or four posts required – hours as detailed below. When applying please indicate which day/s and time/s you are applying for.

Hours required:

Saturday 08.00 – 13.00

Saturday 13.00 – 18.00

Sunday 08.00 – 13.30 (must be over the age of 18 years)

Sunday 13.30 – 20.00 (must be lifeguard qualified)

Salary: £7.38 - £7.83 per hour (dependant on age and experience)

Reporting to: Community and Business Development Officer

BACKGROUND

This is a role in the further development of The Link as a provider of community sport, leisure, education and events facilities. We require someone with outstanding communication and customer service skills as the main point of contact for the public and someone who is not afraid to get their hands dirty when necessary. This is a 'hands-on' role. Holiday cover may also be required so flexibility with hours would be beneficial.

Main Duties

1. To be a front of house presence to ensure an exceptional customer experience for our clients.
2. To be a point of contact for facility users in case of problems or emergencies.
3. To complete daily/weekly facility tasks as directed and ensure the safety and cleanliness of the facilities.
4. To assist in the preparation and operation of events and activities including the assembly and dismantling of equipment in a timely and safe manner.
5. To ensure that all areas are kept clean and tidy and presentable at all times and suitable for use by external customers.
6. To patrol all areas of the site to ensure all facilities are being used in the correct manner.
7. To complete and monitor swimming pool plant room activities, including weekly cleaning tasks.
8. To maintain storage areas in a clean and tidy condition and in accordance with store plans.
9. To answer the telephone and deal with enquiries from members of the public.
10. To take bookings and payments.
11. To undertake minor maintenance of equipment and facilities.
12. To manage day to day administrative and logistical issues as required.
13. To be responsible for locking, unlocking, alarming and un-alarming designated areas.

Health & Safety

- 14. To ensure that facility users adhere to all health and safety instructions and guidelines.
- 15. To administer first aid as and when required.
- 16. To ensure that all guidelines for safeguarding children are strictly adhered to.
- 17. To act as a fire warden in the event of an evacuation.
- 18. To carry out swimming pool sampling tests.

General

- 19. To undertake other tasks as directed.
- 20. To attend and participate in relevant meetings as required.
- 21. To participate in training/learning activities and performance management reviews as required.
- 22. To wear any clothing provided by the employer for use during work time.

Leisure Assistant

PERSON SPECIFICATION

	<u>Essential</u>	<u>Desirable</u>	<u>How assessed</u> <u>A(application)/</u> <u>I(interview)</u>
<u>Qualifications</u>			
5 A-C GCSEs including Maths and English.	✓		A
A Levels or equivalent.		✓	A
Experience of working in the events/leisure/sports/maintenance industry or in a customer focussed role.		✓	A
Experience of Microsoft Office.	✓		A
Relevant and related qualifications.		✓	A
Hold a current First Aid qualification (or a willingness to work towards)	✓		A/I
Hold a current NPLQ award		✓	A/I
<u>Experience</u>			
High level of customer service skills and recognising the importance of a customer experience.	✓		A/I
<u>Knowledge</u>			
Understanding of the organisation / facilities to assist in providing excellent service delivery to customers.		✓	A/I
Good knowledge of Health & Safety	✓		A/I
<u>Attributes</u>			
Enthusiastic, positive, pro-active nature.	✓		A/I
Ability to work without supervision.	✓		A/I
Well organised, good time manager able to meet deadlines.	✓		A/I
High level of interpersonal skills, ability to relate well to pupils, parents, colleagues, and the public.	✓		A/I
Ability to be flexible and versatile in terms of hours.	✓		A/I
Able to work as part of team and use own initiative.	✓		A/I
Going the extra mile – seeing problems and finding solutions.	✓		A/I