

Job Description

Leisure Assistant

Reporting Line – Leisure Manager

Responsible for: Centre Users

Job Summary: To provide all visitors to Rutland Hall with a friendly and positive experience, through delivering effective customer service and maintaining safe and efficient facilities through supervision and high standards of housekeeping.

Duties and Responsibilities (General):

- Completing your shift in accordance with the rota and completing daily task sheets.
- Maintaining constant supervision of pool areas while life guarding.
- Ensuring all sporting/Leisure facilities and equipment are suitable for use.
- Supervise members and visitors and ensure their safety.
- Undertake regular staff training including maintaining your NPLQ.
- Adhere to all the companies written policies and procedures.
- Represent the company when on site in the appropriate manner, including while arriving and departing the site.
- Wear the appropriate uniform.
- Respect your colleagues by meeting common goals and standards.

Main Duties (Customer Service)

- Promote quality customer service at all times, dealing with comments and reporting more serious issues to the duty manager.
- Ensure the Health & Safety of customers at all times.
- Ensure all lost property is handled and recorded in line with written procedures
- Provide information and assistance to customers or direct them to reception.
- Ensure that the desk is manned at all time, if the desk is left un-manned for any reason except to perform duties given to you by your Duty manager or line manager, a strike will be put onto your record. A strike will equate to a note of concern which will be bought up with you by your Line Manager. Three strikes on your record could equate to disciplinary action bought up to you by the company.
- provide all visitors to Rutland Hall a friendly and positive experience.

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Poolside Duties

- Undertake general lifeguarding duties and ensure the pool is never left unattended leaving Poolside unattended will equate Gross misconduct and disciplinary action will be taken against you.
- Be aware of general pool conditions and report any changes from the norm to a duty manager.
- Monitor number of bathers in the pool and when numbers exceed specified limits advise additional lifeguards, duty manager and reception.
- Check safety equipment and report any defect to a duty manager.
- Complete all associated paperwork in relation to your daily tasks.
- All Lifeguards on duty must communicate effectively to bathers and to staff accordingly. Staff on duty must adhere to a five minute change over policy. Unless deemed necessary for work or safety purposes talking whilst lifeguarding must not be done. If you are caught breaking this policy a strike will be put onto your record. A strike will equate to a note of concern which will be bought up with you by your Line Manager. Three strikes on your record could equate to disciplinary action bought up to you by the company.
- Mobile phones Must Be left at the Leisure Reception Desk whilst on Lifeguard/Poolside duties. If you are caught breaking this policy a strike will be put onto your record. A strike will equate to a note of concern which will be bought up with you by your Line Manager. Three strikes on your record could equate to disciplinary action bought up to you by the company.
- All Lifeguards on duty must patrol poolside on foot, with one piece of safety equipment whilst on duty and not be sat down or slouched against the wall. If you are caught breaking this policy a strike will be put onto your record. A strike will equate to a note of concern which will be bought up with you by your Line Manager. Three strikes on your record could equate to disciplinary action bought up to you by the company.
- Water testing when deemed necessary by your duty manager, if training has been provided.

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Housekeeping

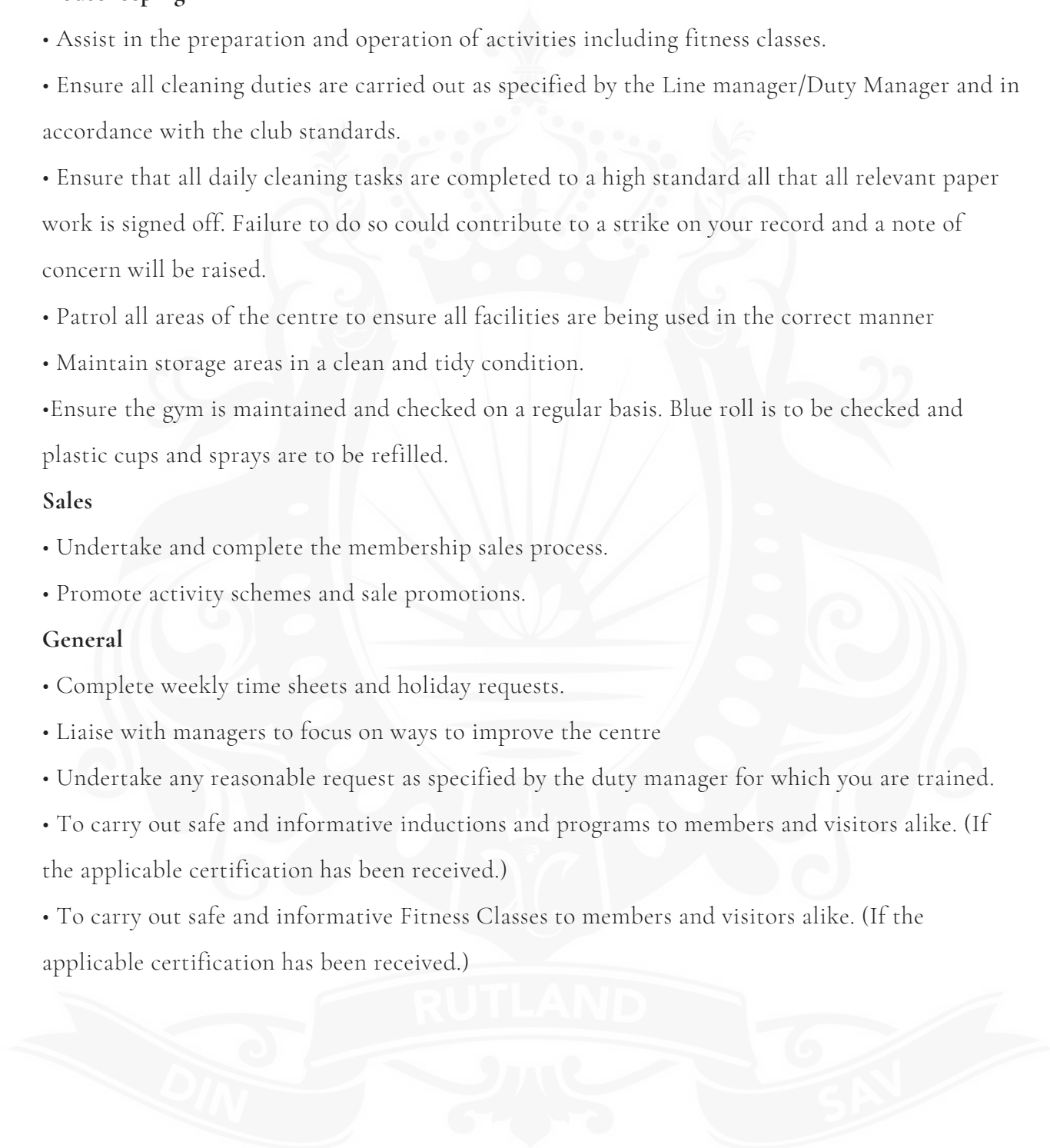
- Assist in the preparation and operation of activities including fitness classes.
- Ensure all cleaning duties are carried out as specified by the Line manager/Duty Manager and in accordance with the club standards.
- Ensure that all daily cleaning tasks are completed to a high standard all that all relevant paper work is signed off. Failure to do so could contribute to a strike on your record and a note of concern will be raised.
- Patrol all areas of the centre to ensure all facilities are being used in the correct manner
- Maintain storage areas in a clean and tidy condition.
- Ensure the gym is maintained and checked on a regular basis. Blue roll is to be checked and plastic cups and sprays are to be refilled.

Sales

- Undertake and complete the membership sales process.
- Promote activity schemes and sale promotions.

General

- Complete weekly time sheets and holiday requests.
- Liaise with managers to focus on ways to improve the centre
- Undertake any reasonable request as specified by the duty manager for which you are trained.
- To carry out safe and informative inductions and programs to members and visitors alike. (If the applicable certification has been received.)
- To carry out safe and informative Fitness Classes to members and visitors alike. (If the applicable certification has been received.)



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PLEASE NOTE that this job description is not exhaustive, and you may be required to carry out other reasonable duties as required

Failure to uphold any of these responsibilities could negate to a strike will be put onto your record. A strike will equate to a note of concern which will be bought up with you by your Line Manager. Three strikes on your record could equate to disciplinary action bought up to you by the company.

The Management also upholds the right to pull any underperforming member of staff off any courses that have been undertaken through the company if this is deemed necessary.

I will adhere to the rules set out before me and am content with the duties that I expected to perform. I am aware of the consequences if certain rules are broken.

