



# JOB DESCRIPTION

## Leisure Assistant

**Job Title:** Leisure Assistant

**Responsible To:** Duty Manager

**Direct Reports:** N/A

**Place of Work:** You may be required to work at any facility where the Company operates should the need arise.

### **Purpose of Job:**

- Safe supervision and care of customers in the sports/swim facilities

### **Key Responsibilities:**

#### **1 Core Values**

- To promote the Company's Core Values through personal behaviour and by challenging inappropriate behaviour in others.

#### **2 Customer**

- To provide each customer with exceptional customer service and be part of a team that consistently delivers high quality services.
- To play an active role in promoting the service to customers and in maximising visit levels.
- To give feedback to line manager or Customer Service Manager as appropriate on customer comments.

#### **3 People**

- To attend all training as required and to apply learning.
- To ensure that all qualifications are kept up to date.
- To carry out instruction and training as required to other staff members/work placements.
- To ensure that all customers are dealt with in a professional and helpful manner.

#### **4 Financial**

- To play an active role in helping the Company to achieve its key objectives including the need to maximise the cost effectiveness of services.

#### **5 Business Development**

- To play a proactive role in the promotion of all activities, services and events to customers to increase income.

## **6 Operations**

- To provide pool lifeguard supervision.
- To deal with security, medical and emergency situations.
- To comply with all operational and emergency procedures.
- To carry out opening and closing procedures in accordance with the venue checklists.
- To carry out set up and down of equipment for both events and wet/ dry activities taking place within the venue.
- To supervise all areas of the facility as required.
- To assist with locker key problems.
- To assist with ensuring the venue maintains a high standard of cleanliness
- To carry out equipment and building checks and report any faults to the duty manager.
- To assist in other departments with the delivery of operations as required.
- To assist with the management of the car park as required.
- To undertake any other work-related duty appropriate to the post.

## **7 Health and Safety**

- To adhere to the Company's health and safety policy and procedures at all times.
- To assist in the operation of the emergency action procedure eg fire evacuation
- To provide first aid treatment as required and ensure all accident forms are completed.
- To ensure that all equipment set ups are carried out to the safety standard required by the risk assessment.
- To attend all health and safety training when requested.
- Follow the company health and safety policies in all areas of work.