**Job Description**

**Job Title: Recreation Assistant**

**Section:** Leisure Services

**Responsible to:** Duty Manager / General Manager

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**Overview / Purpose of Role**

Responsible for day-to-day centre operations when on duty including cleaning and maintenance, preparation of areas and equipment for sessions as appropriate, maintaining a safe pool environment through diligent lifeguarding practices and attendance at regular pool training.

To be part of the centre team and contribute to the business’ success by actively promoting the centre and activeNewham by always ensuring first class customer service.

**Job Context**

* The post holder reports to the Duty Manager and will work closely with other centre team members.
* The post holder will be required to work evenings, weekends, and public holidays.
* The post holder will be required to wear a uniform.

**Key Tasks and Accountabilities:**

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

To undertake all responsibilities listed below:

**Customer Service**

* Maintain a positive visual image of the centre to customers by providing a welcoming, helpful, and professional service and always ensuring exceptional standards of presentation throughout the centre.
* Pro-actively anticipate customer feedback whenever possible in addition to handling customer complaints, concerns and comments ensuring customer satisfaction through ownership and resolution of issues.

**Operations**

* To ensure all wet and dry activities are set up in timely manner and run according to programme ensuring activities are delivered safely and effectively.
* To ensure the safety of customers whilst using the centre at all times by consistence adherence to all relevant guidelines, regulations, and procedures
* To ensure all pool safety / operating procedures are in place and adhered to
* To complete all necessary shift paperwork as required and maintain all appropriate records, systems, and financial procedures in accordance with standard operating procedures.
* To always maintain exceptional standards of cleanliness inside and outside the building
* Assist management to continuously improve energy utilisation.
* To keep records of all maintenance, repairs and tests of plant and equipment carried out.
* Meet all Health and Safety requirements, including but not limited to fire evacuation, COSHH etc.

**Protecting Staff and Services**

Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

**Staff Benefits**

“activeNewham offers a range of benefits including a free advice, information and counselling service, contributory pension scheme, corporate eye care scheme, generous holiday entitlement and free gym membership for yourself and partner. You will also have the opportunity to attend training events to further develop your career.  You will undergo a thorough induction process and be supported by a friendly and enthusiastic team”.

**Personal Specification**

The criteria listed in this Personal Specification are all essential to the job.

**Minimum Essential Requirements -** Evidenced by **a:** application form **b:** test **c:** interview.

 **a b c**

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| **Knowledge and Qualifications** |
| Appropriate professional qualifications including National Pool Lifeguarding Qualification (NPLQ) or ability and commitment to obtaining this within 2-3 months | √ | √ | √ |
| Good understanding of customer requirements and exceptional customer service skills  | √ |  | √ |
| The ability to deliver a high-quality service without supervision  | √ |  | √ |
| Knowledge of Health and Safety legislation and other legislation in relation to leisure centre operations | √ |  |  |
| The ability to undertake routine maintenance and cleaning | √ |  |  |
| The ability to deliver high quality service with minimal supervision |  |  | √ |
| Strong communication skills and IT literate | √ |  |  |
| The ability to work as part of a team and be a support network for the team | √ |  | √ |
| **Experience** |
| Previous experience in busy leisure / health and fitness facility, or working in a customer focused environment | √ |  | √ |
| Evidence of achieving results and making a difference to customers | √ |  | √ |
| **Skills** |
| A dynamic individual with a ‘can do’, results driven approach and attitude | √ |  |  |
| Demonstrates trust, openness and respect when interacting with people | √ |  |  |
| Ability to work flexible shift patterns e.g., morning shifts, evening shifts and weekends. |  |  | √ |
| Flexible approach to tasks and workload | √ |  |  |

**How to apply**

If you feel that you meet the requirements of this exciting role, please email an updated CV along with a cover letter explaining how you meet the criteria for the role to: recruitment@activenewham.org.uk.