



## JOB DESCRIPTION – RECREATIONAL ASSISTANT

### Job Purpose Statement:

The day to day running of Settle Area Swimming Pool on behalf of the Settle Area Swimming Pool Committee in the most efficient, SAFE and effective manner possible within the limits of cost and authority imposed by the Committee and in accordance with the Normal Operating Policy, Emergency Action Plan, Child Protection Policy, Risk Assessment documents and all other policies as issued by and amended by the Committee and in accordance with relevant statutory legislation and guidelines.

### Scope of Job:

- The post holder will undertake general lifeguarding and Leisure Centre duties and contribute to the safe, efficient day to day operation of the Leisure Centre. Ensuring excellent customer service and the Centres high standards of operational Policies and Procedures are met and Services are delivered.
- The role reports to the Duty Managers and Pool Manager.
- The post holder will be given set working day(s)/time(s), however, the post holder will be required to work additional hours as and when needed which will include evenings, weekends and Bank Holidays.
- The position will work towards being multi role. Upon successful of the Probationary Period the role will be offered an opportunity to qualify/work in other areas of the Centre.

### Key Accountabilities:

- When on duty, you will act as a responsible, effective, proactive (rather than reactive), enthusiastic and highly trained lifeguard. Lifeguards must anticipate problems before they arise, not react to them once they have happened. Prevention – early intervention through supervising pool/Centre users and intervening as early as possible to prevent a dangerous activity or accident occurring.
- To maintain concentrated observation of the pool, its pool and Centre users in order to anticipate problems and identify an emergency quickly. Concentrated vigilance is needed to detect a genuine emergency. Keep a close watch over the pool users at all times and anticipate problems.
- Oversee, educate and inform pool/Centre users on all health and safety procedures and behaviour. Ensuring users comply with the Normal Operating Policy, Emergency Action Plan and other policies by reviewing and communicating.
- Explain to users the rules and intervene when inappropriate behaviour is used. Identify an emergency quickly and take appropriate action as listed in the Pool Safety Operating Procedures (NOP and EAP).

- Ensuring the utmost respect for the health and safety of users and visitors using the pool/Centre. In the event of a rescue/incident, act immediately and rescue any swimmer who may be in difficulty/attend to any persons requiring first aid.
- Meeting and greeting customers and serving them using the till for entry, purchase of pool kiosk goods. Answering any questions, assisting with day to day queries or complaints in a positive, informative, pleasant manner face to face or over the phone.
- Provide excellent customer service to ensure the customer journey is fulfilling and promotes repeat visits.
- Ensure all cleaning duties for the building are carried out as specified by the Duty Managers and Pool Manager and all daily checks are undertaken and logged. Setting up and taking down of equipment in accordance with Normal Operating Procedures/Safe Systems of Work.
- Carry out and ensure a high standard of hygiene of washing and toilet facilities including making available adequate stocks of disposable materials for customer use. Stocking and cleaning equipment used for sale of goods.
- Ensure water testing of the pool is carried out and recorded regularly throughout the shift (3 times minimum per day of opening) and additionally when required by the Duty Managers/Pool Manager. Water testing results must be communicated to Duty Managers/Pool Manager.
- Maintaining operational records daily as required by the Duty Managers and Pool Manager.
- Work as a team and communicate well with colleagues as well as using own initiative and self-allocate tasks where appropriate. Contribute positively to the team and motivate yourself as well as others.
- Adopt a flexible approach with the aim of providing a service which meets the needs of demanding users against the need to maximise the Leisure Centres efficiencies
- Ensure all relevant qualifications are kept up to date. Keep a track of and ensure training hours required for the Lifeguard qualification are at the required levels prior to renewal of the qualification. Attend monthly Lifeguard/Review staff training/meetings and meetings/actions requested by the Duty Managers/Pool Manager. Such other duties or training as may be reasonably required by the Pool Manager, Duty Managers or by the Committee.
- Deliver fitness/lesson/social activities commensurate with relevant experience/qualifications as instructed by the Duty Managers/Pool Manager.
- Wear Settle Area Swimming Pool uniform at all times together with all required equipment (whistle/name badge) and PPE.
- Assist in other areas of the Leisure Centre to deliver a high quality customer focussed service.
- Work in other areas, where trained to do so, including but not limited to café, multi-function room and Charity Shop.
- To carry out other duties as may be reasonably required by the Duty Managers/Pool Manager which are consistent with the nature of the job, its level of responsibility and within the post holder's technical competence.

#### **Primary Objectives:**

- Undertake general lifeguarding duties and ensure the pool is supervised at all times whilst in use.
- To ensure "Pool Watch" is always in place thus ensuring no un-authorized entry to the swimming

pool or pool hall facilities.

- Be a first responder to all incidents / emergencies, including evacuations, first aid incidents throughout the Centre
- To ensure all accident / incidents are dealt with swiftly and the correct documentation is completed.
- Ensure shift information is communicated between all team members, and instruction is followed.
- Deliver excellent customer service at all times, dealing with customer comments and reporting more serious issues to the Duty Managers/Pool Manager.
- Liaise regularly with Duty Manager during the shift and update progress accordingly.
- Have a thorough knowledge of the Centres programme and ensure the facilities meet the high hygiene standards and are fit for purpose in good time to meet customer expectations.

#### **Knowledge and Educational Requirements:**

##### **Specialist Knowledge:**

RLSS National Pool Lifeguard Qualification Certificate  
Recognised First Aid Qualification

##### **Functional Knowledge:**

GCSE or equivalent qualification in English and Mathematics, Grade C or above.

The ability to obtain an Enhanced Disclosure and Barring Service Certificate. The role is subject to a satisfactory enhanced DBS check.

Understanding of the operational standards for Lifeguards.

##### **SASP Specific Knowledge:**

Understanding, implementation and adherence to Settle Area Swimming Pool's policies and procedures.  
Understanding, implementation and adherence to Settle Area Swimming Pool's Values and Behaviours.  
Understanding of the post holder's own and their team's contribution to Settle Area Swimming Pool.  
Understanding and use of internal systems such as Clubright.

### **Other Knowledge:**

- The ability to have a flexible and hands on approach to working.
- Be able to adapt to different work environments.
- You will be expected to undertake any training and development appropriate to the current and future needs of the post.
- This role is public facing therefore the ability to converse at ease and effectively with members of the public and provide the correct advice in a polite and informative manner is an essential part of the role.

### **General Statement**

The above duties and responsibilities do not include or define all tasks that may be required of you. Duties and responsibilities may vary without changing the general character or grade of the role.

As a normal part of your job, you are expected to routinely undertake activities on behalf of the Duty Managers/Pool Manager, appropriate to the role.

### **Learning and Development**

You are expected to undertake any training and development appropriate to the current and future needs of the post.

### **Health & Safety at Work**

All members of staff are responsible for fulfilling their health and safety roles and responsibilities, as outlined in the Job Description above. It is the employee's responsibility to ensure that they are familiar with the Settle Area Swimming Pool's health and safety policy, procedures, work instructions and relevant risk or other health and safety assessments pertinent to their work tasks, and that they carry out their work tasks in accordance with the significant findings of such.

### **Equal Opportunities**

Settle Area Swimming Pool is an Equal Opportunities employer and has equal opportunities policies with which you are expected to comply at all times. Settle Area Swimming Pool condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

### **Safeguarding**

Settle Area Swimming Pool delivers a range of services and activities that impact directly on the lives of Children and Young People. Safeguarding children, ensuring their welfare, safety and health is of paramount importance. We are committed to providing safe and supportive services that will give Children/Young People the opportunities to achieve their full potential.

**Please note only successful applications will be contacted.**