

LEISURE ASSISTANTS

Description:

Coventry Sports Trust is looking to recruit 3 x full time Leisure Assistants, to join our dynamic and friendly team at Coventry Sports and Leisure Centre.

We are looking for enthusiastic team players, who are customer focused, reliable and who possess a flexible attitude to work.

Duties include supervision of the public, lifeguarding our pools, insuring facilities are used in a safe and responsible manner, whilst maintaining tidiness and hygiene of the pool and surrounding areas.

The post requires a current RLSS UK National Pool Lifeguard Qualification.

Department:

Operations

Hours:

Full Time, Average 37 hours
(4 week rotational shift pattern)

Rate:

£7.1983 (topped up in accordance with the national living wage)

Closing Date:

25th June 2017

For more information about the role and to apply, please visit www.coventrysports.co.uk and complete an application form.

Coventry Sports Trust is an equal opportunities employer.
An Enhanced DBS Check may be required for the successful candidate.



024 7625 2525



www.coventrysports.co.uk



024 7684 1720



facebook.com/coventrysportstrust



024 7654 3141



twitter.com/CovSportsTrust

Leisure Assistant



Post Information

Service Unit:	Operations
Location:	Coventry Sports and Leisure Centre
Responsible to:	Centre General Manager
Contract Type:	Permanent

Job Description

Role:

1. To support the Company in the provision of its range of sports, leisure, healthy lifestyle and ancillary services and activities.

Key Objectives:

1. To help ensure the Company's services and activities operate at all times within specified standards and to its Normal Operational Procedures and Emergency Action Plans.
2. To help ensure the Company services and activities meet, and whenever possible, exceed customer expectations; and that its facilities meet specified standards for safety and cleanliness.

Key Activities:

1. Life-guarding duties, including pool surveillance, bather recovery and resuscitation and first aid.
2. Operational duties, including the assembly, dismantling, carrying, moving and safe storage of equipment and furniture.
3. Cleaning duties, ensuring equipment and facilities remain clean and safe to use at all times.
4. Reception duties including dealing with enquiries, providing assistance and managing complaints.
5. Office duties, including maintaining records and filing systems.
6. (At the Coventry facility), 'soft play' duties, including the supervision of children, looking after their health, safety and welfare, and providing appropriate play motivation and stimulus.
7. Promotes and establishes a culture of 'inclusivity', 'customer care' and 'quality service' among colleagues and within activities and works actively to help ensure activities and events run promptly and to specified standards.
8. Confronts and tackles the conduct and behaviour of customers, visitors and other employees where not taking action may lead to injury or distress, either directly or through support of their manager or other appropriate employee(s).
9. Immediately reports to their Line Manager, Duty Manager or other appropriate employee, all issues of health, safety and welfare that may lead to harm of self or others, or takes remedial action as appropriate.

Person Specification		
<p>Appointment Requirement: Shown as 'E' (i.e., are essential for candidates to possess before appointment will be considered), or 'D' (i.e., are desirable and may give some advantage when considering appointment).</p>	<p>E / D</p>	<p>Assessment See end note</p>
<p>Technical Requirements</p>		
<p>T1. Life-guarding Qualification:</p> <p style="padding-left: 40px;">NARS Life-guarding (National Aquatic Rescue Standard) Awarding Body: STA (Swimming Teacher Association)</p> <p style="padding-left: 40px;">or</p> <p style="padding-left: 40px;">NPLQ (National Pool Lifeguard Qualification) Awarding Body: RLSS (UK) (Royal Life Saving Society)</p>	<p>E</p>	
<p>T2. Willing to take 'water test' to determine suitability for taking life-guarding training.</p>	<p>E</p>	
<p>T3. Knowledge of Health and Safety issues as they relate to poolside working, the assembly and use of sports equipment, working in kitchens and bars, and working with children.</p>	<p>D</p>	
<p>T4. Written communication skills sufficient to compose standard reports and complete pro-forma, e.g. First Aid forms, 'incident' reports, time sheets etc.</p>	<p>D</p>	
<p>T5. Oral communication skills sufficient to converse effectively with managers and colleagues, and to develop empathy with, and inspire confidence in, customers, either face to face, in group situations or over the 'phone'.</p>	<p>D</p>	
<p>Organisational Requirements</p>		
<p>O1. Evidence of commitment to quality service provision and customer care in carrying out duties.</p>	<p>D</p>	
<p>O2. Sensitive to how different customers may have different needs or expectations.</p>	<p>D</p>	
<p>O3. Able to recognise the causes of inequality in employment and service delivery.</p>	<p>D</p>	
<p>O4. Willingness to tackle known or suspected breaches to Company policies and procedures, or to legislation, directly or through support of supervisor.</p>	<p>D</p>	
<p><i>Continued Overleaf</i></p>		

Person Specification, continued		
Appointment Requirement: Shown as 'E' (i.e., are essential for candidates to possess before appointment will be considered), or 'D' (i.e., are desirable and may give some advantage when considering appointment).	E / D	Assessment see end note
Organisational Requirements, continued		
O5. Willing to integrate the concepts of 'Energy Management' and 'Environmental Awareness' in carrying out duties.	D	
O6 Advocates the Company's vision and values, and adheres to its Employee Code carrying out duties.	D	
O7 Evidence of understanding the importance of confidentiality, and displays a willingness to maintain it.	D	
O8 Understands the importance of Company uniform requirements, and displays a willingness to wear it.	E	
Personal Requirements		
P1 Evidence of flexibility to comply with 'shift work', (usually including evenings, early starts, weekend and Bank Holiday working), in order to meet programme requirements.	E	
P2. Evidence of ability to:		
a) work as part of a team		
b) work under pressure		
c) establish priorities and meet priorities	E	
d) work to a number of varied and challengeable tasks		
e) work independently to work programmes, seeking advice and guidance on new, complex or non-routine matters as appropriate		
Continued Overleaf		

Assessment Notes

Assessment Codes:

1= Information contained on application form 3= Probing at the Interview

2= Test 4= Documentary Evidence

D = Desirable

E= Essential

Selection Notes

Coventry Sports Trust embraces the principles of equality and diversity it will ensure that the talents and resources of employees are utilised to the full. The Trust is therefore committed, wherever practical, to achieving and maintaining a workforce which broadly reflects the local communities in which we operate, and to creating a working environment which combats prejudice, stereotyping, harassment and undignified behaviour.

If you wish to discuss this further, please contact the Human Resources Team on 024 7625 2553.

Pre – Employment Checks

All appointments are subject to the receipt of satisfactory references, and the ability to comply with the Asylum & Immigration Act (1996).

Other

The location shown at the top of this document indicates the principal location, but the successful candidate/s may be required to work from any location from where the Company currently, or in the future, operates its business.

The Company currently operates from Coventry Sports & Leisure Centre, Brandon Wood Golf Course, and Moathouse Leisure centre.

The duties reflected in this Job Description should be used for guidance purposes only. All employees are required to carry out any duties commensurate to their role and salary.



APPLICATION FORM

Application for the position of: _____

Closing date for receipt of application: _____

Please return your completed application form to the HR Department:

Email to recruitment@coventrysports.co.uk

Post or hand to Coventry Sports and Leisure Centre, Fairfax Street, Coventry CV1 5RY.

Please note: We will only contact candidates who have been selected for an interview. The following information will be treated in the strictest confidence.

Personal Details

First name and Surname: _____

Address: _____

_____ **Postcode:** _____

Telephone: _____ **E-Mail:** _____

National Insurance Number:

--	--	--	--	--	--	--	--	--	--

Employment History

List your employment history, starting with the most recent:

Employer Name	Job Title	Salary	From / To	Reason for Leaving

Continue on additional sheet if required

Education and Training

	Dates (From/To)	Qualifications	Grades
School:			
Further Education:			
Job Related Training:			

Continue on additional sheet if required

Supporting Statement

Please set out below any further information to support your application and demonstrate how you meet the criteria outlined on the job description and person specification, e.g. past achievements, future aspirations, personal strengths. Continue on separate sheet if necessary. (Please Note: This section must be completed regardless of whether a C.V. has been included in your application).

Additional Information

Have you got a current Driving License?

Have you any convictions (including both spent and unspent convictions) under the Rehabilitation of Offenders Act 1974? *If YES, please give full details.*

Note: You may be required to obtain an enhanced DBS check.

Do you need a Work Permit to be employed in the U.K?

Note: You will be required to bring proof of your right to work in the U.K. if you are invited to an interview.

References

Your first reference should be your present/last employer. If the position involves working with children or young people at least one reference should be associated with this if possible.

Name _____	Name _____
Job Title* _____	Job Title* _____
Organisation* _____	Organisation* _____
Telephone _____	Telephone _____
Email _____	Email _____

References will only be taken up for applicants selected for interview and you should ensure that your referees are in a position to respond promptly. May we contact your current employer at that time?

**If applicable*

10. Declaration

I declare that the information given in this form is complete and accurate. I understand that any false information or deliberate omissions will disqualify me from employment or may render me liable to summary dismissal, if such falsification is discovered after the commencement of employment. I understand these details will be held in confidence by Coventry Sports Trust, for the purposes of assessing this application, ongoing personnel and payroll administration (where applicable) in compliance with the Data Protection Act 1998.

Signature: _____

Date: _____