

**JOB  
VACANCY**

# LEISURE ASSISTANTS

## Description:

Coventry Sports Trust is looking to recruit a number of 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 successful applicant will be required to work days, evenings and weekends, therefore a flexible attitude to shift work is essential and you should ideally be available to cover team absences.

The post requires a current RLSS UK National Pool Lifeguard Qualification; although full training will be offered to applicants who demonstrate the right qualities for the role and are strong swimmers.

## Department:

Operations

## Positions:

3 X Full-time,  
and various Part-time  
positions

## Rate:

£6.5750 - £7.1983 (topped up  
in accordance with NMW &  
NLW)

## Closing Date:

13<sup>th</sup> November 2017

## Interview date:

17<sup>th</sup> November 2017

**For more information about the role and an application pack, visit our website at [www.coventrysports.co.uk](http://www.coventrysports.co.uk) and complete the short application form.**

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



 [facebook.com/CovBaths1](https://www.facebook.com/CovBaths1)



 [twitter.com/CovSportsTrust](https://twitter.com/CovSportsTrust)



 [www.coventrysports.co.uk](http://www.coventrysports.co.uk)



# Leisure Assistant



## Post Information

**Service Unit:** Operations

**Location:** Coventry Sports and Leisure Centre

**Responsible to:** Centre General Manager

## 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><b>Appointment Requirement:</b> 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><b>E / D</b></p>	<p><b>Assessment</b> See end note</p>
<p><b>Technical Requirements</b></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><b>Organisational Requirements</b></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>		

<b>Person Specification, continued</b>		
<b>Appointment Requirement:</b> 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).	<b>E / D</b>	<b>Assessment</b> see end note
<b>Organisational Requirements, continued</b>		
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	
<b>Personal Requirements</b>		
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		
<b>Continued Overleaf</b>		

## 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.