

## **JOB DESCRIPTION**

**JOB TITLE: Leisure Assistant**

**JOB NO:**

**GRADE: GR2**

**DIVISION: Neighbourhoods**

**NO OF POSTS: 1**

**SECTION: Wellbeing Service**

POST REQUIRES POLICE / CRIMINAL RECORDS BUREAU CLEARANCE: YES

### **1.0 JOB PURPOSE**

1.1 To deliver a safe and quality service for users of our Sport & Leisure facilities.

### **2.0 DUTIES AND RESPONSIBILITIES**

#### **Health & Safety**

- 2.1 Comply with Statutory Regulations / Legislation & City Council / Directorate Safety Policies Codes of Practice as well as Risk Assessment Protocol.
- 2.2 Ensure a safe and healthy environment is maintained for you, other staff and members of the public.
- 2.3 Maintain qualifications in line with statutory, city council and directorate policy and risk assessment requirements.
- 2.4 Identify and report faults/damage to equipment or the building fabric as appropriate.
- 2.5 Ensure safe and correct practices are undertaken with all equipment, both by staff and service users, in compliance with Health and Safety Legislation/Guidelines.
- 2.6 Undertake all work in a safe manor and be responsible for your own health, safety and well-being.

#### **Customer Service & Quality Standards**

- 2.7 Work to deliver quality customer services.
- 2.8 Uphold and promote Customer Service Excellence, including the Customer Charter.

2.9 Ensure that high levels of cleanliness are maintained at all times and facilities are always well presented.

### **Marketing & Promotion**

3.0 Identify with and promote the service's brands, products and services.

3.1 Present a positive image and uphold good public relations.

3.2 Support the service in delivering marketing campaigns.

### **Corporate Protocol**

3.3 Promote and maintain the City Council's policies and procedures.

3.4 Promote equality of opportunity in all aspects of work.

3.5 Safeguard and promote the welfare of children, young people and vulnerable adults in our care.

3.6 Undertake your work in an honest and courteous manner, and to a high standard of behaviour as set out in Birmingham City Council's **Code of Conduct policy statement**.

### **Other Duties**

3.7 Such other duties that from time to time arise develop or be assigned and that are consistent with the grade of the post.

3.8 Carry out routine administrative work as may be designated or required.

**OBSERVANCE OF THE CITY COUNCIL'S EQUAL OPPORTUNITIES POLICY WILL BE REQUIRED**

### 3.0 SUPERVISION RECEIVED

3.1 SUPERVISING OFFICER JOB TITLE: Assistant Manager

JOB NO:

3.2 LEVEL OF SUPERVISION

1. Regularly supervised with work checked by supervisor.
2. Left to work within established guidelines subject to scrutiny by supervisor.
3. Plan own work to ensure the meeting of defined objectives.

### 4.0 SUPERVISION GIVEN (excludes those who are INDIRECTLY supervised i.e. through others)

POST TITLE	GRADE	NO OF POSTS	LEVEL OF SUPERVISION*
NON			

\*Use 1,2 or 3 as in 3.2

### 5.0 SPECIAL CONDITIONS

DBS check required for the post	Yes	Yes	No	
Level of check required				
Standard				
Enhanced				
Enhanced with barred list check - Adults				
Enhanced with barred list check - Children's				
Enhanced with barred list check – Adults & Children's				Yes

<b>Date: 5.04.23</b>	<b>Name: Mark Brown</b>	<b>Signature:</b> <i>Mark C Brown</i>
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**Person Specification**

**Post:** Leisure Assistant

**Grade:** GR2

**Division:** Neighbourhoods

**Section:** Wellbeing Service

**Directorate:** Neighbourhoods

**Method of Assessment (M.O.A.) A.F. = Application Form; I = Interview;  
 T. = Test or Exercise; C. = Certificate; P. = Presentation.**

<b>CRITERIA</b>	<b>ESSENTIAL</b>	<b>M.O.A.</b>
<b>Education/Qualifications</b> NB: Full regard must be paid to overseas qualifications.	RLSS National Pool Lifeguard Qualification for centres with a swimming pool facility.	AF & I
<b>Experience</b> (Relevant work and other experience)	Experience of working as a Leisure Assistant in a centre with wet and dry facilities. Knowledge of HR policies and procedures. Knowledge and understanding of health and safety legislation.	AF & I AF & I AF & I
<b>Skills &amp; Ability</b> e.g. written communication skills, dealing with the public etc.	<b>Able to speak an appropriate standard of spoken English as covered by Part 7 of the Immigration Act (2016)</b> Good listener and communicator. Ability to work in a pressurised environment and complete set tasks. Personable professional whose strengths include cultural sensitivity. Good organisational skills. Innovative problem-solver who can resolve concerns and complaints. Team player	I AF & I AF & I AF & I AF & I
<b>Training</b>	A commitment to attend and support training appropriate to the job. A commitment to ongoing training and development. A commitment to obtain the Institute of Customer Services award.	AF & I AF & I AF & I
<b>Other</b>		

All staff are expected to **understand** and be **committed** to Equal Opportunities in employment and service delivery.

Date: 5.04.23	Name: Mark Brown	Signature: <i>Mark C Brown</i>
Date reviewed:	Name:	Signature: