

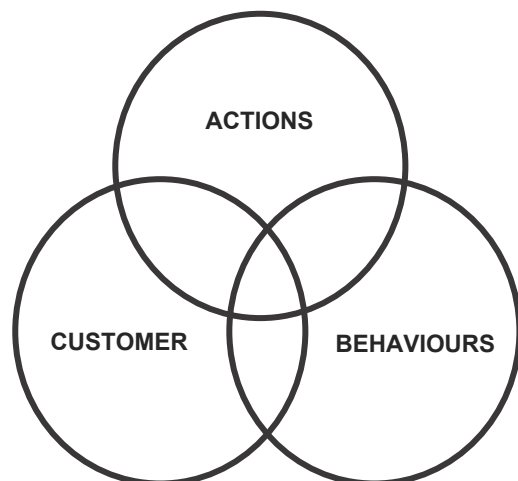
JOB DESCRIPTION

ROLE:	Recreation Assistant
PURPOSE:	Ensuring all visitors of our sports and leisure sites experience a welcoming and safe environment that is fit for purpose, encouraging maximum enjoyment and repeated usage; includes Lifeguard duties at our swimming pools
RESPONSIBLE TO:	Senior Recreation Assistant / Duty Managers / Leisure Operations Officers
SALARY:	Grade 2 (SCP 11–14)
KEY RELATIONSHIPS:	Members of the public, Senior Recreation Assistants, Duty Managers, General Managers and Newport Live Colleagues
BASE LOCATION:	Newport Live sites including The Regional Pool and Tennis Centre, The Geraint Thomas National Velodrome of Wales, Newport Stadium and the Active Living Centre
MANAGEMENT RESPONSIBILITY:	None
WORKING HOURS/ PATTERN:	Shifts are in line with the operational hours of our sites; there is a requirement to work flexibly which can include early mornings, evenings, weekends and bank holidays
TRAINING:	There is a requirement to attend specified training programmes relevant to this role

I will be successful in my role when:

- All my key operational responsibilities are consistently delivered to a high standard.
- I achieve all key performance indicators specific to my role.
- I role model the behavioural values of Newport Live through my performance.
- I work collaboratively across departments and service areas to deliver exceptional customer service to Newport Live's customers.
- Through my performance and passion, I inspire people to be happier and healthier

HOW MY PERFORMANCE IS MEASURED



DISCLOSURE AND BARRING:

This role may result in you having contact with children, the elderly, sick or disabled people. Newport Live, therefore, requires that by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, the Children's Act 1989 and/or the Police Act 1997, you reveal any criminal convictions, bind over orders or cautions, including those this would normally be regarded as spent. You must complete the relevant section on the application form, applications will be returned if this section is incomplete. If successful in your application, you will subject to a Disclosure and barring check.

OPERATIONAL RESPONSIBILITIES:

- 1** Lifeguard duties for our swimming pools, in accordance with instructions contained in the Normal Operating Procedures and Emergency Action Plans
- 2** Supervise the conduct of the public in all areas of the venue to safeguard the enjoyment of all venue users.
- 3** Set up and de-rigging of sports and other equipment, checking it is fit for purpose before customer or Colleague use
- 4** Ensuring a high standard of venue presentation is always provided for all users, by cleaning and assisting in maintenance as required
- 5** Immediately report any defects in venues and equipment to the appropriate management team
- 6** Regularly monitor the venues both internally and externally, particularly unsupervised areas, to avert vandalism and prevent misuse or damage to venues and equipment
- 7** Assist in the delivery, storage, movement and removal of materials/equipment
- 8** Participate in all necessary external and internal training as required by the management teams
- 9** Assist in the promotion of our products and services through polite and friendly responses to customer inquiries, to encourage sales and repeat custom
- 10** Assist in setting up and de-rigging for large functions and events
- 11** Administer first aid in line with qualification achieved
- 12** Assist the venue management in dealing with any emergency situations, including evacuations
- 13** Ensure a high standard of accuracy and clarity when completing administrative tasks
- 14** Undertake any other duties as deemed appropriate for the role as directed by the management team

The person undertaking this role is expected to work within the policies, ethos and aims of Newport Live and to carry out such other duties as may reasonably be assigned.

The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment.

The duties of this role may vary from time to time without changing the general character of the role or level of responsibility entailed.

The role holder will work to deliver agreed performance objectives; these will be reviewed on a regular and formal basis through Newport Live performance management processes.

PERSON SPECIFICATION - RECREATION ASSISTANT

Area	Essential	Beneficial
Qualifications	1.1 Five GCSE's or equivalent 1.2 RLSS National Pool Lifeguard 1.3 First Aid at Work Certificate (<i>or willing to achieve within three months of start date</i>)	1.4 Level 2 National Vocational Qualification 1.5 Coaching qualifications (<i>i.e., Swimming or Fitness</i>) 1.6 Basic Food Hygiene Certificate
Knowledge, Skills & Competencies	2.1 Pass the mandatory Newport Live / RLSS swim competency test and maintain the standard throughout time in the role 2.2 Effective communication skills, both written and verbal. 2.3 Comfortable communicating with and control of large groups of people 2.4 Have confidence in being assertive, as and when required 2.5 Be fully committed to providing excellent customer care	2.6 Competent in using various IT hardware and software 2.7 Understand the principles of customer service excellence
Experience	3.1 Working in a customer facing environment 3.2 Achieving positive results to make an impact on customer experience	3.3 Working in a leisure environment
Personal Attributes	4.1 Be committed to personal continuous development 4.2 Have a genuine passion for wellbeing 4.3 Work well as part of a team with confidence to take own initiative 4.4 Always striving for customer excellence	
Other	5.1 Flexibility to work a shift pattern which includes early mornings, evenings, weekends and bank holidays	5.2 Ability to communicate in Welsh (or any other languages)