

JOB DESCRIPTION

Job Title:	Recreation Assistant
Directorate:	Resident Services
Division:	Environment and Streetscene
Business Unit:	Leisure Services
Salary:	Flexible worker, £13.67 per hour
Responsible to:	Duty Manager or Senior Recreation Assistant

Main purpose of post

A Recreation Assistant is responsible for the cleaning, preparation and general safety of areas in a sport and recreation facility. In 'wet-side' facilities they will have a key responsibility for the safety of customers in the swimming pool and its surrounding areas. In 'dry-side' facilities there may be a greater emphasis on the setting up, taking down and storage of equipment. In both cases Recreation Assistants are the first point of contact with customers and will need strong communication and social skills.

Key Unit Accountabilities

3.1 Principle Responsibilities

- Preparing activity areas to include the safe setting up/dismantling of equipment and ensuring that all equipment is stored safely and securely when not in use.
- Monitoring and helping to maintain a safe and comfortable leisure centre environment by implementing organisational maintenance schedules.
- Ensuring the highest possible standards of hygiene and cleanliness are maintained by carrying out routine and other cleaning tasks when required.
- Assisting customers with enquires in a friendly and effective manner, proactively developing and maintaining high standards of customer care.
- Resolving customers' problems, including situations where there is disagreement over the actions and outcomes involved.
- Working as part of a team to ensure the smooth operation of the facility.
- Following Normal and Emergency Operating Procedures.
- Accurately filling in forms or reports relating to their normal duties.
- Taking occasional responsibility for the induction and development of new members of staff.

- In a wet-side facility, supervising the safety of the swimming pool environment and working to prevent accidents and emergencies.
- Meeting the training and development requirements of the job role.
- Working within the job role description at this level, recognising the standards and professional limitations that this provides, referring to appropriate members of staff for guidance and support.
- To administer First Aid as required.
- To act in accordance with, and actively promote, GLL's Active Lambeth policies and standards.
- To undertake any other duties commensurate with the post's level of responsibility
- Able to work unsocial hours
- Ability to work flexible shift patterns e.g. morning shifts, evening shifts and weekends

PERSON SPECIFICATION

<p>It is essential that in your written supporting statement you give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A).</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with a "Tick" (✓) on the person specification when you complete the application form.</p>			Shortlisting Criteria
Key Knowledge	K1	Appropriate professional qualifications including NPLQ	A✓
	K2	Good understanding of the characteristics and qualities that customers want from leisure / health and fitness centres	A
	K3	Knowledge of Health and Safety legislation and other legislation in relation to leisure centre operations.	
	K4	Understanding of Standard Operating Procedures and Emergency Action Plans	A
Relevant Experience	E1	Experience of achieving results and making a difference to customers	A✓
Key Behaviours	B1	<p>Focuses on people</p> <ul style="list-style-type: none"> • Lead the provision of a helpful, competent service, sensitive to the 	

		<p>needs and aspirations of our diverse communities.</p> <ul style="list-style-type: none"> • Consider the people who our work affects, internally and externally, when planning and delivering services. • Act with integrity and honesty when dealing with people. • Respect and help to achieve service goals and targets. • Be open, flexible and available; and be approachable and positive for own area of work and other services. 	
	B2	<p>Takes ownership</p> <ul style="list-style-type: none"> • Take responsibility for driving and delivering excellent services in line with performance and finance targets, statutory deadlines and timescales. • Be proactive and take ownership of personal, team and service objectives, identifying problems and spotting and seizing opportunities, taking action as required in order to mitigate risk, and improve practice and performance, in order to drive excellence. • Be flexible, accessible and accountable to senior managers, Members, partners and the community. • Take responsibility for keeping up to date with legislative and policy updates, and best practice, applying these locally to ensure compliance and drive improvement. • Positively engage in one to ones, appraisal processes and team and partnership meetings and activities, and seek opportunities to reflect and improve. 	
	B3	<p>Works collaboratively</p> <ul style="list-style-type: none"> • Build good relationships and work effectively with local partners to achieve positive outcomes. • Manage relationships and partnerships for the long term – sharing information, building trust, constructively and openly tackling conflict and finding win/win solutions. • Work with colleagues and partners to develop policies and approaches to support them. • Actively seek feedback on own performance and that of the wider team. 	

		<ul style="list-style-type: none"> • Share information, best practice and ideas with relevant colleagues, partners, networks and groups, translating these into service improvements to optimise positive results. 	
	B4	<p>Communicates effectively</p> <ul style="list-style-type: none"> • Give clear, accurate and timely guidance and advice on all aspects of Markets and Street Trading to enable informed decision-making and management. • Ensure that all published information and documentation on Markets and Street Trading is concise, accurate, complete, easy to understand, reflects current legislation and meets all relevant deadlines. • Ensure that self and team reflect the Council's overall objectives and aspirations in written communications and documentation and in interaction with partners and colleagues. • Motivate and engage staff, and celebrate success. 	
	B5	<p>Focuses on results</p> <ul style="list-style-type: none"> • Take responsibility for Markets and Street Trading, meeting all relevant deadlines, and ensuring adherence to legislative and organisational timescales. • Take responsibility for meeting income targets through managing and monitoring programmed actions and activity. • Set expectations of standards. • Manage and subscribe to individual and service performance management, taking swift mitigating action where performance falls below target. 	