

Job Description and Person Specification

Active Lambeth Recreation Assistant

A Lambeth to be proud of



Job Title: Active Lambeth Duty Manager

Department: Resident Services

Division: Resident & Commercial Services

Business Unit: Active Lambeth

Grade: Scale 3

Reports to: Senior Recreation Assistant

Context

The post sits within the Resident & Commercial Services division which is responsible for a range of customer facing services such as Leisure (Active Lambeth), Libraries, Registrars, Parking & Network Management as well as capital delivery projects.

Active Lambeth transferred in-house on 1st April 2023. The in-house team is responsible for all aspects of service delivery, including day to day operations, sales, marketing & customer services, policies & procedures.

Job Purpose

The 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.

Responsibilities

1. 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.
2. Monitoring and helping to maintain a safe and comfortable leisure centre environment by implementing organisational maintenance schedules.
3. Ensuring the highest possible standards of hygiene and cleanliness are maintained by carrying out routine and other cleaning tasks when required.
4. Assisting customers with enquires in a friendly and effective manner, proactively developing and maintaining high standards of customer care.
5. Resolving customers' problems, including situations where there is disagreement over the actions and outcomes involved.
6. Working as part of a team to ensure the smooth operation of the facility.
7. Following Normal and Emergency Operating Procedures.
8. Accurately filling in forms or reports relating to their normal duties.
9. Taking occasional responsibility for the induction and development of new members of staff.

10. In a wet-side facility, supervising the safety of the swimming pool environment and working to prevent accidents and emergencies.
11. Meeting the training and development requirements of the job role.
12. To administer First Aid as required.
13. To act in accordance with, and actively promote Active Lambeth policies and standards.
14. To undertake any other duties commensurate with the post's level of responsibility
15. Able to work unsocial hours.
16. Ability to work flexible shift patterns e.g. morning shifts, evening shifts and weekends

PERSON SPECIFICATION

<p>It is essential that in you can meet the following requirements for the role and be able to 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 "Ticks" (✓) on the person specification when you complete the application form.</p>			Shortlisting Criteria
<p><i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i></p>			
Key Knowledge	K1	Appropriate professional qualifications including NPLQ, First Aid, Fitness and Pool Plant	
	K2	Good understanding of the characteristics and qualities that customers want from leisure / health and fitness centres	
	K3	Knowledge of Health and Safety legislation and other legislation in relation to leisure centre operations	A✓
	K4	Understanding of Standard Operating Procedures and Emergency Action Plans	
Relevant Experience	E1	Experience of achieving results and making a difference to customers	A✓

<p>Core Values and Behaviours</p>		<p>Equity</p> <ul style="list-style-type: none"> • Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter. • Ensure fairness and justice is at the heart of my decision making and support to my team and others. • Take time to build trust, building the respect of our stakeholders and ensuring as a team we take accountability for doing what we agree to do. • Develop others and ensure we work as one team for Lambeth, encouraging everyone to play their part • Take positive action to ensure everyone in my team has opportunities to learn and grow at work • Encourage everyone to be themselves at work and value who they are • I am inclusive and actively celebrate diversity, recognising everyone in my team as individuals. 	
		<p>Kindness</p> <ul style="list-style-type: none"> • Treat each member of my team with respect and dignity just as I would want for myself. • Encourage each member of my team to do their very best work and am available to them to provide support and guidance. • Personalise my support to each team members and look out for them, lending a hand wherever I can • Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together • Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard • Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals. • Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth. • Look after the health and wellbeing of my team members and encourage open and regular discussions about the issues that impact on them, working together to find solutions. 	
		<p>Accountability</p> <ul style="list-style-type: none"> • I encourage and support my team to do the right thing even when it's tough and we communicate our decisions in a timely way • I ensure my team and employees take individual and collective accountability for 	

		<p>performance and delivery, making sure that they have clear plans and performance objectives.</p> <ul style="list-style-type: none"> • I ensure my team plan ahead, getting the basics right and take swift action when problems arise • I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others. • I provide regular, timely and constructive feedback to my team members on their performance and behaviours and act quickly when performance is not on track. • I share my learning, knowledge and skills with others thorough coaching and mentoring and encourage others to do the same. • I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do. • I encourage my team to learn and grow and ask questions to find the information they need to do their jobs 	
		<p>Ambition</p> <ul style="list-style-type: none"> • Am proud of our borough and my team and encourage everyone in the team to aim for the highest possible standards of excellence in everything we do. • Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved. • Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together • Encourage and support my team to be courageous for our residents and communities and stop at nothing to ensure they have the best possible outcomes • I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities. • Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries. • Make time for my team to grow and develop taking advantage of opportunities to learn from each other and others. We plan our learning and career growth. 	