

## **JOB DESCRIPTION**

**POST TITLE:** Senior Recreational Assistant

**RESPONSIBLE TO:** Duty Manager

**VERSION:** 10<sup>th</sup> January. 2017

### **Job Purpose**

To assist the Duty manager in the efficient and effective operation of the Quay Zone Leisure Centre

### **Principal Duties and Responsibilities**

- To work as part of the Quay Zone team to ensure the highest standards of safety and service are maintained at all times for all users.
- To supervise the swimming pool and dry side facilities in a professional and considerate way.
- To ensure that all wet and dry side facilities and equipment are checked, prepared and maintained in accordance with the Centre's operating procedures.
- To supervise activities and events and promote team working and good communication with customers and colleagues.

### **Specific Post responsibilities**

- To actively supervise both wet and dry side users of the Centre and the activities taking place there in compliance with the Quay Zone Normal Operating Procedure (NOP), Emergency Action Plan (EAP) and any other policies and procedures.
- To ensure all Centre plant equipment and resources are inspected and maintained in accordance with written procedures and carry out and record swimming pool water tests and other maintenance operations as required by the NOP.
- To carry out cleaning to maintain the Quay Zone in a clean, hygienic and tidy condition at all times and to ensure all procedures for handling and storing chemicals and equipment are followed.
- To undertake reception, café and other roles, including the operation of a leisure management system and handling cash and electronic payments as required for the efficient and effective operation of the Centre.
- To set up, supervise and dismantle equipment, furniture etc. for both wet and dry side activities and events.
- To give training assistance to Centre users for both wet and dry side activities including, where appropriate inductions and coaching.
- To deliver high standards of customer care and safety to all users.
- To be an ambassador for the Quay Zone promoting the facilities and services available and working as part of the team to develop and implement new services and activities.

**Job Requirements**

- a. To have the utmost discretion and sensitivity in relation to handling of management, financial and personnel information associated with the operation of the Quay Zone and South Carrick Community Leisure.
- b. To operate in a professional manner and to ensure that they are presentable (uniform/ name badges) and present a positive welcoming image of the Quay Zone and its services to customers at all times.
- c. To hold and maintain through monthly training a National Pool Lifeguard qualification.
- d. To hold and maintain a first aid certificate and to render first aid, as required, to the public and staff
- e. To be on call as and when required.
- f. To be fully aware of, understand and implement, the Normal Operating Procedure and Emergency Action Plan and other Centre policy and procedures
- g. To ensure the highest standards of health and safety practice are maintained.
- h. To assist in the delivery of business objectives by undertaking specific tasks and projects as defined by the Manager.
- i. To support the corporate work of the Quay Zone by undertaking work within other job areas as directed by the General Manager.

This job description describes the general duties of the post and does not preclude other duties which are necessary for the efficient operation of the charity in meeting its objectives. It is current at the date shown above. In consultation with you, it is liable to variation by the General Manager of the Quay Zone to reflect actual, contemplated or proposed changes in or to your job.

SIGNED .....  
Post Holder

DATE .....

SIGNED .....  
General Manager

DATE .....

## Person Specification

<b>Attributes</b>	<b>Essential</b>	<b>Desirable</b>
Professional/ Educational Qualifications	National Pool Lifeguard Qualification First Aid Qualification	Pool Plant Operators Qualification
Relevant Experience	Supervisory Experience in Leisure Industry Customer Management Experience	
Special Knowledge/ Skills	Excellent Communication Skills Excellent Administrative and Organizational Skills	
Personal Features/ Qualities	Enthusiastic Reliable & Honest Confident & Self-Motivated Bright, Welcoming & Pleasant Manner	
Additional Job Related Requirements		