SUPPORT STAFF

JOB DESCRIPTION

ROLE TITLE	Leisure Centre Assistant
LOCATION	Thomas Gainsborough School
GRADE / SCALE POINT – SALARY	Grade 3, Points 4-6
REPORTING TO	Leisure Centre Manager

INTRODUCTION

Through geographical hubs of like-minded schools and a vision of excellence that is shared by all, schools smash through barriers to achieve more than others think possible.

- The vision of Unity Schools Partnership is to achieve the highest standards of education in its primary, secondary and special schools.
- It is our intention that all trust schools, and the trust as a whole, be recognised locally and nationally for the exceptional quality of its educational provision.
- We are a family of interdependent schools with a shared ambition to transform lives.
- We are committed to the development of a very high-quality, and evidence-informed, model of how excellence is achieved.
- Our work is fostered by geographical hubs of schools in close proximity that understand their specific communities.

The trust expects its work to be characterised by:



The vast majority of schools are now successful, well-performing schools and judged 'good' by Ofsted. The ambition over the next three years is that schools across the trust become excellent schools, characterised by top quartile performance and with the capacity to support more schools in the area that need support to benefit from being part of the trust.

In order to achieve this ambition, the trust will focus on:
Excellent education – we have plans for work in primary, secondary and special education which aim by 2028 to achieve top quartile performance in primary and secondary results and that has very high approval ratings externally and from parents for children with special educational needs.
Excellent staff – we have a People Strategy that includes the ambition of being the employer of choice for school staff in the region.

Excellent support for schools – we have included in our plans for work in primary, secondary and special education how schools are supported to provide excellent education and we have an operational plan for wider support for schools in the trust, those who wish to be associated with the trust and those who potentially might wish to join the trust.

Every member of staff is required to uphold and promote the values of the Trust in every aspect of their work performance.

JOB PURPOSE

As a Leisure Assistant, the postholder will cover the Leisure Centre's Main Reception, including the Café, alongside Lifeguarding duties when required. The post holder will undertake a range of general duties under the direction of the Leisure Centre Manager to ensure the safe and timely day to day provision of Leisure Centre bookings and activities including swimming.

KEY TASKS & RESPONSIBILITIES

- As one of the two members of staff on shift, you are responsible for the smooth and safe management of the shift and Centre and responding to any issues or situations using analytical, judgmental, creative and developmental skills.
- Undertake all duties within recognised Leisure Centre policies, procedures and guidelines.
- Carry out Lifeguarding duties in line with recognised Leisure Centre policies, procedures and guidelines and partake in monthly NPLQ training.
- Undertake an NPLQ qualification within 2 months of starting
- Undertake all relevant training required by the Centre and school. Including but not exclusive to; Safeguarding, Level 2 Food Safety, Allergen Training, First Aid at Work, Cyber Security
- Support the delivery of a service that is easy to access for all members and customers , offering and providing information and support as required.
- Deliver exceptional Customer service in all areas. Have a through understanding of customer facing programs and Centre Operational standards.

Specific Responsibilities
The post holder will undertake a range of activities to ensure the safe and smooth running of the Leisure Centre. This may include, but is not limited to the following:

- Open and close the Leisure Centre as required, ensuring the safety and security of the premises, ensuring that no unauthorised persons enter restricted areas.
- Prepare areas or equipment to be used, ensuring return and storage in line with Leisure Centre guidelines.
- Ensure start and finish times of bookings are upheld and activity change overs happen as scheduled.
- Ensure that Customers/bookings are checked in at Reception and that Customers/Members information is accurate and up to date.
- Deal with any incident whatever its size, co-ordinating emergency services or offering First Aid as appropriate.
- Ensure all incidents or concerns are recorded at the end of each shift.
- Ensure all keys are secured and accounted for.
- Ensure all items lost or found are correctly recorded and all items of value are reported to the Manager.
- Work effectively with people, developing productive relationships with colleagues and standing in for colleagues as required.
- Assist with the administration of the centre.
- Supervise swimming sessions and pool use.
- Attend and maintain Lifeguard training and skills to stay current and build required CPD.
- Assist the Leisure Centre Manager with the running of the Swimming pool.
- Be responsible for cash reconciliation at the end of each shift and be accountable for all monies received and be responsible for the safety and security of money in the building.

- Ensure all areas of the Leisure Centre are clean and tidy, including making sure all playing areas are free from litter, all fitness equipment is clean, ensuring all equipment is stored correctly in good order and the toilets are clean and tidy and the paper and soap dispensers are stocked.
- Undertake cleaning of all public areas within the Leisure Centre including the coffee shop
- Ensuring all playing surfaces are fit for purpose by removing leaves or debris if present
- Undertake routine maintenance checks of equipment within the Leisure Centre making sure everything is kept in good order, report any issues to the site helpdesk.
- Be able to set up and dismantle sports equipment following training as and when required.
- Ensure energy conservation procedures are attended to (heating/Lights).
- Act as first point of contact for visitors and customers dealing with their enquiries as appropriate, whether in person or over the telephone.
- Administer all aspects of the centre's bookings and courses, in person and via the telephone
- Issue sports equipment as required
- Sell sports consumables and maintain records in accordance with procedures
- Provide customers and members with a high standard of coffee shop provision and service
- Undertake cleaning duties as necessary to maintain required standards of hygiene in the coffee shop area, including leaving the coffee shop in a clean and tidy state at the end of each shift.
- Undertake routine health and safety checks throughout the Leisure Centre, including checking and replenishing first aid boxes on a monthly basis.
- Record and monitor daily safety checks on all equipment, reporting any potential hazards to the Leisure Centre Manager.

Additional Responsibilities

- Undertake any duties reasonably requested by the Leisure Centre Manager, Operations Manager or Headteacher.

This outline job description sets out the main duties associated with the purpose of the post. It is assumed that other duties of a similar level/nature are not excluded because they are not itemised.

The duties of this post could vary from time to time as a result of new legislation, changes in technology or policy and routines. Appropriate training may be given to enable the post holder to undertake this new/varied work.

SAFEGUARDING

Unity Schools Partnership is committed to safeguarding and promoting the welfare of children and young persons at all times.

The post holder, under the guidance of the Headteacher, will be responsible for promoting and safeguarding the welfare of all children with whom he/she comes into contact, in accordance with the Trust's and the school's safeguarding policies. The post holder is required to obtain a satisfactory Enhanced Disclosure from the Disclosure and Barring Service (DBS).

GENERAL

1. Actively contribute to and promote the overall ethos and values of the School and the wider Trust.

2. Participate in training and other learning activities and performance development as required.

3. Maintain consistent high standards of professional conduct, tact and diplomacy at all times in dealings with pupils, parents, staff colleagues, external agencies and any other visitors to the school or wider Trust.

4. Maintain absolute confidentiality and exercise discretion with regard to staff / pupil information and the Trust's business at all times.

5. Act as an ambassador for the School and the wider Trust within the local community and beyond, ensuring that the ethos and values of the Trust are promoted and upheld at all times.

6. Undertake any other reasonable tasks and responsibilities as requested by the line manager or a member of the Senior Leadership or Trust Executive Leadership Teams which fall within the scope of the post.

THOMAS GAINSBOROUGH SCHOOL

UNITY SCHOOLS PARTNERSHIP

PERSON SPECIFICATION

CRITERIA	ESSENTIAL	DESIRABLE
Technical or Specialist	GCSE level or equivalent standard	
Organisational	Good time management Organise and help with events to recruit new members Organised and methodical approach to administrative and financial tasks	Knowledge of relevant school policies and procedures e.g. health and safety, fire, security, licenses – bar, entertainment, radio contract, play scheme.
Equipment / Materials	Knowledge of sports equipment	
Problem Solving	Ability to solve a wide variety of problems	
Interpersonal and Communication	Patience and tolerance when dealing with customers who may be upset or appear unreasonable Ability to function effectively as part of a team Have a professional manner t ensure a high equality of service is provided to Centre users and visitors	
Level of Autonomy	Ability to work on own initiative Ability to be proactive	