

# EXETER CITY COUNCIL

## Job Description

<b>JOB TITLE</b>	: Recreation Assistant / Lifeguard
<b>GRADE</b>	: D
<b>POST NO</b>	:
<b>DIRECTORATE</b>	: Culture, Leisure & Tourism
<b>UNIT</b>	: Culture, Leisure & Tourism
<b>REPORTS TO</b>	: Centre Manager, Duty Managers
<b>LIASON WITH</b>	: Centre Manager, Duty Managers, Leisure Centre Staff

### PURPOSE OF JOB

To ensure the safety of and enjoyment of centre users and to partake in the management of all aspects of the daily activities of the centre.

### MAIN ACTIVITIES

1. To work as part of a team to ensure all facilities are presented to the highest levels of cleanliness.
2. To ensure a warm friendly & professional atmosphere and high standard of customer care at all times in order to generate customer loyalty.
3. To assist the Duty Manager with the daily activities programme, swimming pool patrolling, setting up equipment.
4. To assist the Duty Manager on the effective control & security of the facility, patrolling all appropriate areas ensuring equipment is stored safely & securely.
5. To be aware of all Health & Safety issues within the centre, to constantly implement & assess the practises and draw attention to any unsafe practises.
6. To receive telephone, written & personal bookings & payments for use of the centres facilities.
7. To ensure cash handling & reconciliation of monies is carried out.
8. To operate the public address systems, telephones & computer booking system.
9. To help maintain the centre in a clean, tidy and pleasant environment in which to work.
10. To undertake any other duties as may be required to assist in the running of the centre.

11. To undertake any other duties which are commensurate with the role in support of Exeter's place based brand 'Exeter Live Better'.

**DATE LAST UPDATED:** March 2021

# Person Specification

**JOB TITLE** : Recreation Assistant / Lifeguard

**GRADE** : D

**POST NO** :

**SERVICE** : Culture, Leisure & Tourism

**UNIT** : Culture, Leisure & Tourism

## Qualifications & Knowledge

Criteria	Essential/ Desirable (E/D)	Method of Assessment
RLSS National Pool Lifeguard Qualification	E	A,C,I,R
Level 2 Swimming Instructor	D	A,C,I,R
NVQ in Customer Services	D	A,C,I,R
First Aid at Work Certificate	D	A,C,I,R
Experience of working in a Leisure Environment	D	A,C,I,R
Working knowledge of health and safety best practice and legislation in leisure facilities	D	A,C,I,R
Experience working in a customer facing environment, providing the highest levels of customer care	D	A,C,I,R
Experience using Microsoft computer programmes	D	A,C,I,R

## Special Requirements & Skills

Criteria	Essential/ Desirable (E/D)	Method of Assessment
Able to travel and work at other sites, mostly within the city	E	A,I,R
Able to cover sickness and leave, often at short notice	E	A,I,R
Flexible and able to work under pressure	E	A,I,R
Hold a full UK driving license	D	A,I,R

**CATEGORY:** **A:** Application, **C:** Certificates, **T:** Testing, **I:** Interview, **R:** References.

**DATE:** March 2021