

Job Title: Sports Assistant

Location: Ashville College, Harrogate
Department: Sports Centre
Reporting To: Sports Centre Manager

Role Summary

Ashville Sports Centre seeks Sports Assistants to provide all visitors to the Sports Centre with a friendly and positive experience, through delivering effective customer service and maintaining safe and efficient facilities through supervision and high standards of housekeeping.

Why This Role is Needed

This role is essential for creating a welcoming and professional first impression as well as creating a safe and enjoyable environment, encouraging people to swim and exercise with confidence.

Key Responsibilities

General

- Completing your shift in accordance with the rota and completing daily task sheets.
- Maintaining constant supervision of pool areas while lifeguarding.
- Ensuring all sporting facilities and equipment are suitable for use.
- Supervise pupils and members/visitors and ensure their safety.
- Undertake regular staff training including maintaining your NPLQ.
- Complete weekly time sheets and holiday requests.
- Liaise with managers to focus on ways to improve the centre.
- You will be required to cover other departments during your working hours. (i.e. Reception etc.)
- Promotion, organisation and hosting of children's parties.
- Undertake any reasonable request as specified by the duty manager for which you are trained.
- Assist in event organisation

Personal

- Represent the company when on site in the appropriate manner, including while arriving and departing the site.
- Wear the appropriate uniform and comply with the USSC Code of Conduct.
- Respect your colleagues by meeting common goals and standards.

Customer Service

- Promote quality customer service at all times, dealing with comments and reporting more serious issues to the duty manager.
- Ensure the Health & Safety of customers at all times.

Poolside

- Undertake general lifeguarding duties and ensure the pool is never left unattended whilst in use.
- Be aware of general pool conditions and report any changes from the norm to a duty manager.
- Monitor number of bathers in the pool and when numbers exceed specified limits advise additional lifeguards, duty manager and reception.
- Check safety equipment and report any defect to a duty manager.
- Complete all associated paperwork in relation to your daily tasks.

Housekeeping

- Assist in the preparation and operation of events and activities including the assembly and dismantling of equipment in a timely and safe manner.
- Ensure all cleaning duties are carried out as specified by the duty manager and in accordance with the centre's standards.
- Patrol all areas of the centre to ensure all facilities are being used in the correct manner.
- Maintain storage areas in a clean and tidy condition and in accordance with store plans.

Understand the importance of safeguarding in education.

In line with our commitment to safeguarding, all members of staff have a duty of care towards Ashville College pupils and are expected to report any such concerns to the Designated Safeguarding Lead.

Work in a manner that promotes and protects own health and safety, as well as that of other staff, pupils and visitors.

Education and Qualifications

- NPLQ qualification and up to date training.
- First aid.

Essential Experience

- Experience of working within the leisure industry.
- Experience of working as part of a team.
- Experience of dealing with emergency situations.
- Experience of working on reception.

Essential Skills and Attributes

- Confident when dealing with people.

It is the shared responsibility of the job holder and their Line Manager to ensure that job descriptions are kept up to date.

Job holder's signature: _____ Date: _____