

## **JOB DESCRIPTION**

<b>Job Title:</b>	Leisure Team Member
<b>Grade:</b>	SCL Grade 2
<b>Responsible to:</b>	Duty Manager
<b>Location:</b>	Clarendon Leisure Centre
<b>Responsible for:</b>	N/A
<b>Hours of Duty:</b>	Various
<b>Purpose and Objectives of Post:</b>	

To form an integral part of the leisure team working within leisure facilities in Salford. To assist in delivering an efficient and high quality service in relation to pool lifeguarding, health and fitness programmes, supervision of changing rooms and common areas and maintaining the very highest standards of cleanliness.

To be focused on customer care and health and safety at all times and be a driving force behind increased memberships and attendances.

### **Main Duties and Responsibilities:**

1. Ensure that the leisure centre operates effectively, in line with all current quality assured procedures and in line with the Customer Promise to ensure vigilance in providing a safe and efficient environment at all times with customer care at the heart of all that is done.
2. Ensure that all health and safety standards are assured through the understanding and implementation of Normal Operating Procedures and Emergency Action Plans.
3. Ensure that all activities, events and programmes are effectively managed with regards to punctuality and setting up / dismantling of equipment.
4. Liaise with Officers of the Active Lifestyles Team to ensure effective delivery of the established referral scheme.
5. To provide customers with the required induction, retention and review programmes whilst keeping current all required customer records.
6. To communicate with customers effectively and be polite courteous and professional at all times. To demonstrate, instruct and encourage customers on the correct exercise techniques, obtain feedback on services and actively encourage them to train on a regular basis.
7. To take an active role in membership services across both sales and development delivering high quality show rounds and talking through the membership price presentation.
8. To assist the business in delivering a quality service, by utilising training / qualifications to

deliver coaching and swimming teaching as and when required by management.

9. To comply with the SCL's in-house National Pool Lifeguard Competency & Training Policy (minimum of 2 hours per month training)
10. Attend training courses and meetings as directed by management.
11. To understand and carry out safety and emergency procedures including administering of first aid and using relevant appliances in response to incidences or accidents that arise.
12. . To monitor and respond to customer enquiries regarding the fitness suite membership schemes etc.
13. To ensure exemplary hygiene and cleaning standards are maintained in accordance with the facilities cleaning rota. Maintain a litter free environment and report faults or breakages as soon as possible where they occur.

### **Corporate Responsibilities**

1. To ensure high levels of professional conduct at all times, with particular reference to punctuality, dress, presentation and administration.
2. To ensure that customer care is the major priority for service provision.
3. To ensure the service is promoted efficiently, effectively and in keeping with the corporate image of Salford Community Leisure.
4. Considerable importance is attached to the public relations aspect of all work undertaken by Salford Community Leisure staff. It is expected, therefore, that the post holder will at all times project to the public the image of Salford Community Leisure as being keen to assist wherever possible, and positively promote the work that SCL does across its various services
5. SCL expects all its employees to have a full commitment to the SCL's Equal Opportunities Policy and acceptance of a personal responsibility for its practical application. All employees are required to comply with and promote the policy and to ensure that discrimination is eliminated in the service of SCL.
6. To ensure all information received and disseminated, whether verbal or written, concerning all employees, prospective employees or clients, is treated in the strictest confidence, and that all such information held is regulated and controlled in a similar manner
7. To act at all times with due regard to Salford Community Leisure's Health and Safety Policies and related Codes of Practice

## **Review Arrangements**

The details contained in this Job Description reflect the content of the job at the date it was prepared. It should be remembered, however, that it is inevitable that over time, the nature of individual jobs will change, existing duties may no longer be required and other duties may be gained without changing the general nature of the duties or the level of responsibility entailed. Consequently, SCL will expect to revise this Job Description from time to time and will consult with the postholder at the appropriate time.

**Date, Job, & Description Prepared/Revised: November 2018**

**Prepared by: Paul Bland**

**Agreed by Post holder:**