



# IMPACT

## Leisure Assistant

**Reference:** R210483  
**Salary:** Grade 05 - £20,600 to £22,847 per annum  
**Contract Type:** Continuing  
**Basis:** Full Time

# Job description

## Job Purpose:

To assist the Senior Leisure Assistant with the effective day to day operation of the facilities. To control reception, lifeguard the swimming pool and prepare the facilities ready for customer use.

## Main duties and responsibilities

- ▶ To carry out reception duties, including operating a computer booking system, answering telephone enquiries, close of business cash reconciliation, hire and sale of sports equipment and the checking of security devices and first aid equipment.
- ▶ To assist the Senior Leisure Assistant in the smooth and effective day to day operation of the facilities, including monitoring the cleanliness and maintenance of the buildings, their fabric, fittings and equipment.
- ▶ To ensure that facilities and equipment are prepared appropriately and promptly to deliver the needs of the customer as programmed.
- ▶ To carry out regular checks of the buildings and equipment and report any required repairs, faults or replacements as necessary.
- ▶ To ensure the safe and proper use of facilities at all times; to patrol the buildings and carry out periodic checks of facilities; to report any anomalies to the line manager.
- ▶ To assist with the internal and external security of the buildings and their contents; to be vigilant at all times and report anomalies immediately; to liaise with the Security Division as required.
- ▶ To comply with all statutory and University health and safety requirements.
- ▶ To be familiar with relevant Sport & Recreation Department's health & safety policies and procedures and to act responsibly in maintaining a safe working environment for self, co-workers and customers.
- ▶ To be familiar with the Centre's Normal Operation Procedures (NOP) and Emergency Action Procedures (EAP) for swimming pool incidents, fire and other emergencies.
- ▶ To deal with incidents, injuries and emergencies appropriately and in accordance with established procedures, to complete all relevant documentation and process as specified.
- ▶ To perform water quality tests for the swimming pool as specified and to rectify as necessary, informing the Duty Officer of any action required outside of normal routine maintenance.
- ▶ To act as a pool lifeguard in accordance with the principles established in the RLSS National Pool Lifeguard award and those of the Centre's NOP and EAP.
- ▶ To participate in staff training and to maintain RLSS lifeguard skills at the required level to be prepared for re-assessment at any time; to make a positive contribution to operational meetings and make recommendations on changes in policies, programmes and working practices.
- ▶ To carry out routine maintenance, cleaning and safety checking of equipment as required and to complete relevant documentation, informing the Duty Officer of any areas of concern.
- ▶ To liaise with Estates & Buildings Department on any matters of emergency maintenance of the buildings, fixtures and fittings as required.

- ▶ To liaise with the Duty Officer on any relevant equipment or equipment maintenance issues.
- ▶ To monitor access to classes and courses as programmed.
- ▶ To prepare equipment as required.
- ▶ To assist in the safe and tidy storage of equipment throughout the buildings and report any irregularities or recommendations for improvement to the Duty Officer.
- ▶ When necessary and in the absence of cleaning staff, to assist with cleaning of facilities and associated amenities including toilets, showers and changing rooms, in order to maintain the Centre's operation and standards of presentation.
- ▶ To project the best possible image of the facilities by fostering good public relations; to answer customer queries in as helpful and informed a way as possible; to keep the line manager informed of any pertinent incidents or feedback from customers.
- ▶ Provide a high standard of customer service at all times.
- ▶ To undertake any other duties that may reasonably be required and which can be accommodated within the postholder's grading.

|                               |   | % of time involved |
|-------------------------------|---|--------------------|
| Accepting bookings            | ) |                    |
| Charging                      | ) |                    |
| Selling                       | ) | 55%                |
| Hiring                        | ) |                    |
| Answering enquiries           | ) |                    |
| Supervising pool              |   | 27%                |
| Cleaning the pool             |   | 8%                 |
| Testing and treating the pool |   | 2%                 |
| Repairing equipment           |   | 3%                 |
| Preparing facilities          |   | 5%                 |

### **Additional responsibilities**

- ▶ Engage in continuous personal and professional development in line with the demands of the role, including undertaking relevant training and development activities to develop themselves and support the development of others.
- ▶ Ensure and promote the personal health, safety and wellbeing of staff and students.
- ▶ Carry out duties in a way which promotes fairness in all matters and which engenders trust.
- ▶ Promote equality of opportunity and support diversity and inclusion as well as working to support the University's environmental sustainability agenda and practices.

## Person specification

|                                     | Essential  | Method of assessment           |
|-------------------------------------|--|--------------------------------|
| <b>Education and qualifications</b> | Current RLSS National Pool Lifeguard<br><br>GCSE passes at grades A-C in Mathematics and English Language or equivalent  | Application form and interview |
| <b>Experience</b>                   | Experience of working as a Leisure Assistant including swimming pool lifeguarding duties<br><br>Experience of reception work in a sports centre operating computerised booking systems, answering telephone enquiries, processing payments and issuing receipts  | Application form and interview |
| <b>Aptitude and skills</b>          | Understanding of the principles of customer care<br><br>Good knowledge of Health and Safety  | Application form and interview |
|                                     | Excellent written and verbal communication skills<br><br>Customer focused approach – comfortable dealing with a wide range of people<br><br>Able to work productively as part of a team<br><br>Ability to effectively prioritise workload<br><br>Ability to follow instructions<br><br>Self-motivated with the ability to problem solve<br><br>Good numeric skills | Interview                      |
| <b>Other</b>                        | Willingness to work unsociable hours<br><br>Ability to undertake moderate physical work (eg preparing facilities for a variety of activities)  | Application form and interview |

|                                     | Desirable   | Method of assessment           |
|-------------------------------------|---|--------------------------------|
| <b>Education and qualifications</b> | <p>Coaching qualifications</p> <p>Relevant professional qualifications eg HND, ISRM</p> <p>First aid qualification and pool plant qualification</p> <p>Level 2 or 3 Gym Instructor qualification/</p> <p>Level 2 Exercise to music and Aqua-fit</p> | Application form and interview |
| <b>Experience</b>                   | Experience of working within a busy multi-functional leisure environment  | Application form and interview |



# How to apply

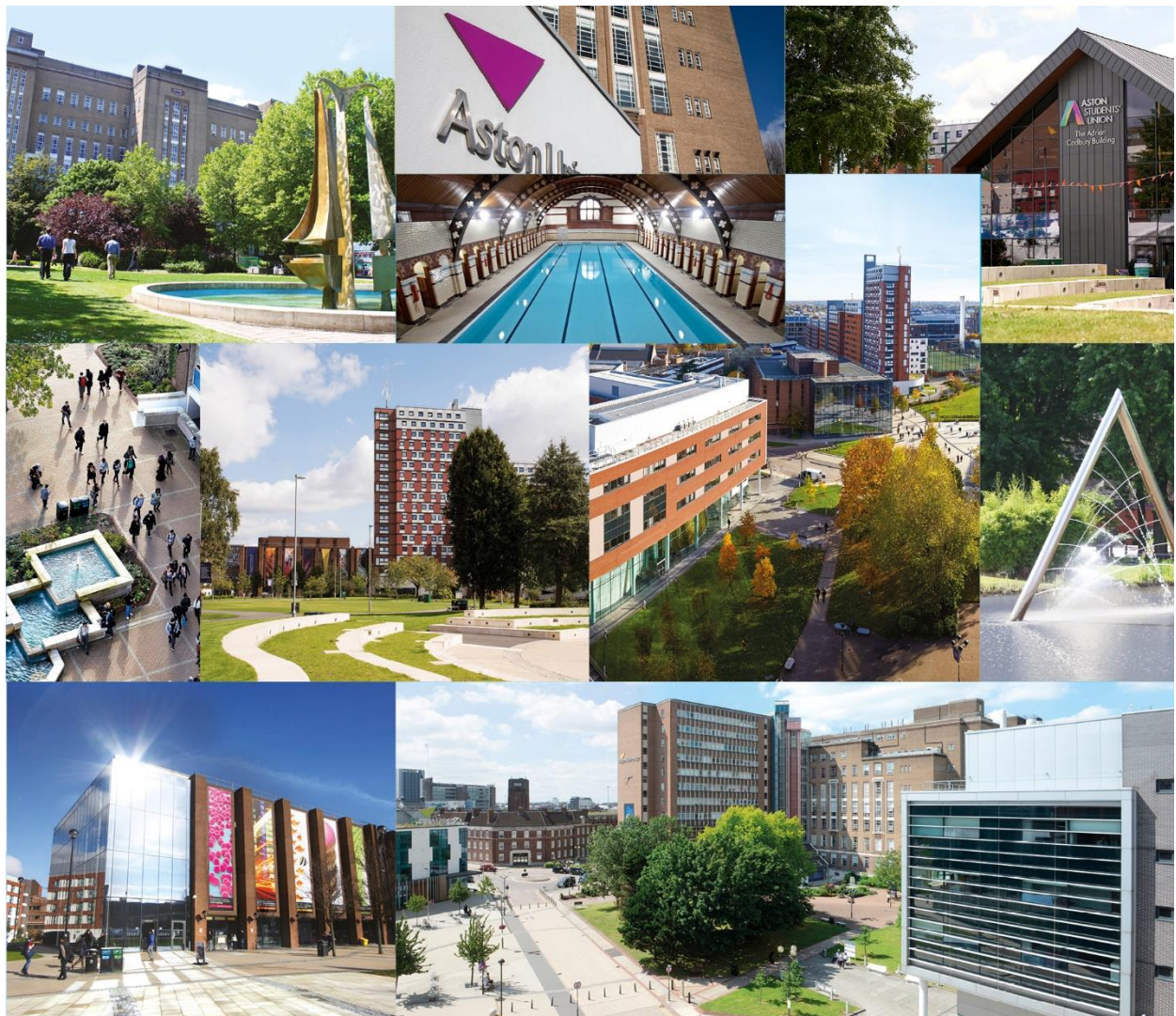
You can apply for this role online via our website <https://www2.aston.ac.uk/staff-public/hr/jobs>.

Applications should be submitted by 23:59pm on the advertised closing date.

All applicants must complete an application form, along with your CV.

Any CV sent direct to the Recruitment Team and Recruiting Manager will not be accepted.

If you require a manual application form then please contact the Recruitment Team via [jobs@aston.ac.uk](mailto:jobs@aston.ac.uk).



# Contact information

## Enquiries about the vacancy:

Name: Michele Robins  
Job Title: Sports Facilities Operations Manager  
Email: [m.j.robins@aston.ac.uk](mailto:m.j.robins@aston.ac.uk)

## Enquiries about the application process, shortlisting or interviews:

Recruitment Team via [jobs@aston.ac.uk](mailto:jobs@aston.ac.uk) or 0121 204 4500.

# Additional information

Visit our website <https://www2.aston.ac.uk/staff-public/hr> for full details of our salary scales and benefits Aston University staff enjoy

**Salary scales:** <https://www2.aston.ac.uk/staff-public/hr/payroll-and-pensions/salary-scales/index>

**Benefits:** <https://www2.aston.ac.uk/staff-public/hr/Benefits-and-Rewards/index>

**Working in Birmingham:** <https://www2.aston.ac.uk/birmingham>

**Employment of Ex-Offenders:** Under the Rehabilitation of Offenders Act 1974, a person with a criminal record is not required to disclose any spent convictions unless the positions they applying for is listed an exception under the act.

## Eligibility to work in the UK:

### Post-Brexit transition period / EU Settlement Scheme

The post-Brexit transition period ended on 31 December 2020. If you are an EU/EEA citizen and you were a resident in the UK before 31 December 2020, you and your family members (including non-EU citizens need to apply to the EU Settlement Scheme to continue to live, work and study in the UK beyond 30 June 2021. The deadline for applying to the EU settlement scheme is 30 June 2021. You can apply via the Government webpage <https://www.gov.uk/settled-status-eu-citizens-families>

Irish Nationals do not need to apply for settlement as they retain the right to work in the UK.

### New immigration system for EU/EEA and Swiss Nationals who were not resident in the UK before 31 December 2020

A new immigration system has been introduced for people arriving in the UK from EEA countries with effect from 1 January 2021. In addition to those who have always required a visa, EU citizens moving to the UK to work will need to get a visa in advance. You can find more information on the following website. Candidates should check their eligibility to enter or remain in the UK in advance of making any job application via the UKVI website <https://www.gov.uk/browse/visas-immigration/work-visas>. Before applying you should ensure that you meet the requirements. If you do not meet the eligibility criteria, any application for a work visa would be unsuccessful.

If you require a visa to work in the UK the most common types of visa are:

**Skilled Worker Visa** <https://www.gov.uk/skilled-worker-visa>

### **Global Talent Visa**

If you are a leader or potential leader in one of the following fields you may be eligible to apply for a Global Talent Visa:

- Academia or Research
- Arts and Culture
- Digital Technology

Please click the following link for further information and to check your eligibility for this visa.  
<https://www.gov.uk/global-talent>

**Equal Opportunities:** Aston University promotes equality and diversity in all aspects of its work. We aim to ensure, through our admissions policies for students, and our staff recruitment and selection processes that we encourage applications from all groups represented in the wider community at a local, national and international level.

The University will endeavour not to discriminate unfairly or illegally, directly or indirectly, against student or potential students, staff or potential staff. This commitment applies to all functions of the University and to any stage of an individual's career.

An Equal Opportunities Monitoring Form is included within the application form. Data you provide on the Equal Opportunities Monitoring Form will be included in a general database, for statistical monitoring purposes, enabling the University to monitor the effectiveness of its Policy, Codes of Practice and Guidelines on Equal Opportunities in Employment. Individuals will not be identified by name.

**Data Protection:** Your personal data will be processed in compliance with the Data Protection Act 2018 and the General Data Protection Regulation ((EU) 2016/679) ("GDPR"). The University's Data Protection Policy and Privacy Notices, including the Job Applicant Privacy Notice can be found at <https://www2.aston.ac.uk/data-protection>. Your application will only be used to inform the selection process, unless you are successful, in which case it will form the basis of your personal record with the University which will be stored in manual and/or electronic files. Information in statistical form on present and former employees is given to appropriate outside bodies.

Full details of our terms and conditions of service and associated policies and procedures are available online at <https://www2.aston.ac.uk/staff-public/hr/policies>

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**Where change  
gets real.**