

Leisure Assistant



OPPORTUNITY

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gets real.



Reference: 0600-24

Grade: 05

Salary: £25,148 to £26,643, per annum, depending on experience

Contract Type: Permanent

Basis: Full Time (36.5 hours per week, 5 days in 7)

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/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.

Additional responsibilities

- ▶ Engage in continuous personal and professional development in line with the demands of the role, including undertaking relevant training and development activities.
- ▶ 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
Education and qualifications	<p>Current RLSS National Pool Lifeguard</p> <p>GCSE passes at grades A-C in Mathematics and English Language or equivalent</p>	Application form and interview
Experience	<p>Experience of working as a Leisure Assistant including swimming pool lifeguarding duties</p> <p>Experience of reception work in a sports centre operating computerised booking systems, answering telephone enquiries, processing payments and issuing receipts</p>	Application form and interview
Aptitude and skills	<p>Excellent written and verbal communication skills</p> <p>Customer focused approach – comfortable dealing with a wide range of people</p> <p>Able to work productively as part of a team</p> <p>Ability to effectively prioritise workload</p> <p>Ability to follow instructions</p> <p>Self-motivated with the ability to problem solve</p> <p>Good numeric skills</p>	Application form and interview

	Desirable	Method of assessment
Education and qualifications		Application form
Experience	<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/ Level 2 Exercise to music and Aqua-fit</p>	Application form and interview
Aptitude and Skills	Experience of working within a busy multi-functional leisure environment	Application form and interview

University values

All staff are expected to demonstrate/promote the University's values and expectations, which are an integral part of our strategy and underpin the culture of the University. In addition, our leaders are expected to be accountable, help to execute strategic visions of the University and share and set clear expectations that inspire those around them.

Values + Behaviours

				
Innovation	Collaboration	Ambition	Inclusion	Integrity
We strive for excellence within ourselves and others, providing solutions to new and existing challenges.	We work best when we are collaborative, working together to contribute to the Aston community.	We strive together for improvement and innovation looking ahead to see the bigger picture.	We treat everyone in our community equally and how they would like to be treated.	We are open, honest and fair. We take ownership of the way we work and how we treat each other.

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 23.59 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 recruitment@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

Enquiries about the application process, shortlisting or interviews:

Recruitment Team via recruitment@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: [Benefits and Rewards | Aston University](#)

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: You should ensure that you meet the eligibility requirements, including meeting the [English language standards](#). If you do not meet the eligibility criteria, any application for a work visa would be unsuccessful. Please see UKVI guidance for further information on eligibility, knowledge of English requirements and approved test centres <https://www.gov.uk/tier-2-general>

With the end of free movement for EU/EEA/Swiss nationals from 1 January 2021, the UK's new immigration system applies to all non-UK/Irish nationals who require a visa.

Where an individual is subject to UK immigration control, they will require a visa to work in the UK.

The following individuals do not need a visa for the UK, but do still have to prove their right to work before employment can commence:

- **British Citizens or Irish Nationals**
- **EU/EEA/Swiss nationals with Settled or Pre-settled status under the EU Settlement Scheme**
- **Non-EEA nationals with Indefinite Leave to Remain/Settlement in the UK**

The main routes available for those who need a visa to work in the UK are **Skilled Worker**, **Global Talent** and the **Graduate Route**.

You can find further information about each of these visa routes on our candidate immigration page.

If you will conduct research in your role, you may need to apply for and obtain ATAS clearance before Aston can issue a Certificate of Sponsorship for your visa application. Please see below for further details.

Academic Technology Approval Scheme (ATAS):

If you will conduct research in your role and you apply for a Skilled Worker or Temporary

Worker GAE visa, you may need to apply for and obtain ATAS clearance before Aston can issue a Certificate of Sponsorship for your visa application.

This process can take at least 6 weeks to process, and Aston will consider this when confirming your expected start date. Processing times will increase between April and September and can longer to complete.

There is no fast-track option available. ATAS certificates will be processed in order of receipt.

You can find more information about ATAS on our candidate immigration page.

Before you start and Right to Work

90-day entry vignette

If you have applied for your visa outside of the UK, you will receive a vignette in your passport which is usually valid for 90 days. Please make sure to travel to the UK within the 'valid from' and 'valid to' dates on this visa. If you entered the UK before or after these dates, you would not 'activate' the visa and you would need to leave and re-enter the country.

You will also receive a decision letter confirming details about your immigration permission and where to collect your Biometric Residence Permit.

Cost of Living - Estate and Letting Agents

There are numerous Estate and Letting Agents in and around Birmingham that can help you find suitable accommodation. The Midland Landlord Accreditation Scheme provides a list of professional agencies and landlords who have applied with them for accreditation. Whilst accreditation is not a guarantee of quality, it provides some reassurance about the standard of the service they provide.

You can also use property search websites such as Rightmove or Zoopla.

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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