

Job Description

Senior Leisure Assistant

April 2018



Accountable to: Sports Centre Duty Manager
Location: Woodrow High House, Cherry Lane, Amersham, Bucks, HP7 0QG
Salary: £17.952 per annum (plus top up to higher hourly rate when teaching)
Hours: 40 hours per week
Leave: 39 days holiday (including bank holidays and Christmas closure days)

We are London Youth

Supporting and challenging young people to become the best they can be through hundreds of diverse community youth organisations and our two residential centres.

We directly develop the confidence, resilience and relationship skills of over 24,000 children and young people each year, and reach tens of thousands more through our membership network.

We deliver our mission through four strategic objectives:

1. Developing, training, connecting and quality assuring our membership network to deliver good youth work (Membership Development)
2. Creating a broad and inclusive range of quality opportunities for young people in social action, sports development, employability and outdoor education (Opportunity)
3. Ensuring our expertise and the on-the-ground voices of youth workers and young people are reflected in public policy, practice and opinion (Voice)
4. Being the best we can be ourselves; fundraising effectively, financially robust and a great place to work (Best we can be)

And we strive to act in line with our four simple principles:

1. Honesty – about what works (and what doesn't) and we learn from our mistakes
2. Collaboration – with each other, young people, our members, and the world beyond
3. Improvement – committed to continual improvement
4. Fun – in everything we do

Why work for London Youth?

Our most recent Employee Survey revealed...

- ✓ 99% staff want to contribute to London Youth's success
- ✓ 92% staff feel they can ask questions when they do not understand something
- ✓ 91% staff enjoy their job
- ✓ 95% staff are proud of the work we deliver

About Woodrow Sports Centre

Woodrow High House and Sports Centre creates a wonderful range of new opportunities for more than 9,000 young people every year. The Sports Centre comprises a swimming pool, sports hall and AstroTurf pitch. We run a well-established Swim School for around 900 young people each term, as well as hiring out facilities to local customers. These facilities are also used by guests staying at Woodrow High House.

About You

Woodrow Sports Centre is predominantly used by young people, in line with the charitable mission of London Youth. We want to see evidence that you enjoy working with young people. You need to be interested in the sports and leisure industry and must have a passion for helping to make a customer's visit a pleasant experience. You must be ready to communicate with a wide range of people from group leaders or teachers to teenagers and young children, some with learning difficulties or physical disability and others with challenging behaviour. Through some of the house and groups and community groups, you will work with people young and old with physical and non-physical impairments.

You need to be committed to a high level of customer care for those guests using the Sports Centre. You should be able to deliver an excellent experience for all visitors and want to go that extra distance to ensure that happens

About the role

Our pair of Senior Leisure Assistants are at the core of the smooth running of the centre; they're the familiar faces known by our regular customers and they're part of a small team who gets to know the operation inside out. We want you to fulfil the role of lifeguard and swimming teacher and will invest in the training you require to do both. You will also help manage the swimming pool plant operation. We will put you through the Pool Plant Operator training as well as First Aid at Work if you do not already have these qualifications.

This is a great opportunity to develop your skills and experience. The main focus of your time will be lifeguarding, supplemented by other responsibilities and duties beyond those which can be undertaken by the other leisure assistants.

On occasional organised evenings and weekends you would take on duty manager responsibilities for a short period, providing you with an excellent opportunity to develop and prove duty manager skills by leading the other staff and dealing with any incidents that may arise.

Swimming Teacher Development

As part of a two-year development plan, we will be covering the costs of your training as an STA qualified swimming teacher. In the first year we will be providing training to achieve the STA Level 2 award, which will allow you to teach children to our Swimmer 2 level, when you have passed your STA award you will be expected to teach a certain amount of hours (up to 15% of your total working time). These hours will be provided for you to teach, most likely as school holiday Crash Courses. There may be some staff absence or sickness cover on top of this allocation. All swimming teacher hours will be paid at the higher hourly rates for these roles - £14.19 per hour or £17.73, depending on the level of qualification held.

In the second year, we plan to train you to achieve the STA Level 2 Certificate which will then allow you to teach from beginners up to advanced. This will also enable you to earn the higher hourly rate for that time you spend teaching.

Job Description

Main duties of the role
Lifeguarding, including: <ul style="list-style-type: none"> • supervision of the pool during swimming sessions (standard arrangement is two lifeguards on duty at all times, rotating every 30 minutes) • monthly NPLQ update training • understand and work to the NOP and EAP and all risk assessments • Modelling excellent behaviour to all other lifeguards and customers
General cleaning duties for the whole of the Sports Centre – along with the other lifeguards and cleaning staff colleagues - ensuring that a consistently high level of cleanliness and hygiene is maintained throughout the facilities at all times.
Pool plant operation and routine maintenance
Customer service at reception desk taking bookings, etc. Cashing up at reception and opening up and/or locking up
Swim Teaching – school holiday Crash Courses plus covering teacher absence and sickness

Corporate responsibilities cutting across tasks set out above
People
<ul style="list-style-type: none"> • Preparing thoroughly for one to one meetings and annual appraisal with your line manager • Taking responsibility for communicating your ongoing training and development needs • Assisting with reception duties including answering phones, opening post and greeting visitors
Corporate development
<ul style="list-style-type: none"> • Understanding and supporting the vision, mission and aims of London Youth • Managing resources to the highest professional standards and act as a custodian of best practice • Maintaining a high level of customer awareness and service • Ensuring that the corporate style of London Youth is maintained • Maintaining awareness of your own and others' Health and Safety, and comply with London Youth's Health and Safety and Safeguarding policies • Undertaking other duties as may be reasonably requested within the responsibilities of the post

Person Specification

Skills, Experience and knowledge	Essential/Desirable
Pool Safety Operating Procedures	D
Monthly NPLQ update training	E
STA Level 2 Award and Certificate in Swimming Teaching	D
First Aid at Work	D
Pool plant room operations and maintenance	D
Pool Plant Operator	D

IT systems, including using our electronic "Scuba" booking system	D
National Pool Lifeguard Qualification - current	E
Previous employment as a lifeguard	E
Skill in the application of lifeguarding surveillance and rescue techniques	E
Commitment to team-working, and respect and consideration for the skills of others	E
Excellent communication skills when dealing with the public	E
Ability to react calmly and effectively in emergency situations	E
Ability to prepare routine administrative paperwork	E
Ability to follow routine verbal and written instructions	E

Knowledge of customer service standards and procedures	E
Ability to work well in a team and inspire confidence	E

The role will require some weekend working on rotation with other staff. You will also be staffed on a rota of early and late shifts. Our early shifts usually start at 0715h or 0815h and our late shifts usually run to around 2100h. Whichever shifts you carry out you are subject to the overall cap of 40 hours per week.

Important dates to note

Please submit your London Youth application form to sam.thompson@londonyouth.org.uk

Any questions? Call 01494 432 433 or contact our Duty Managers:

Liam Taylor – liam.taylor@londonyouth.org

Ellen Baginski – ellen.baginski@londonyouth.org