



OUNDLE

School

Leisure Assistant

Oundle School was established in 1556 and is one of the country's leading co-educational boarding and day schools. The School has 860 boarding and 260-day pupils, with 250 day pupils aged 4 – 11 attending Laxton Junior School. The School has a turnover in the region of £40m and a staff of 760. The School prides itself on being associated with the best in modern independent school education. This would not be possible without the invaluable contribution made by the dedication, hard work and professionalism of the support staff functions.

As well as providing new and improved facilities for the School's pupils, the new Sports Centre facility has been designed to allow increased access to local residents, sports clubs, and schools. It includes a large sports hall, 50m swimming pool, 50 station fitness suite, multiple dance studios and café. The new centre also hosts the Schools match-day entertainment for visiting school teams.

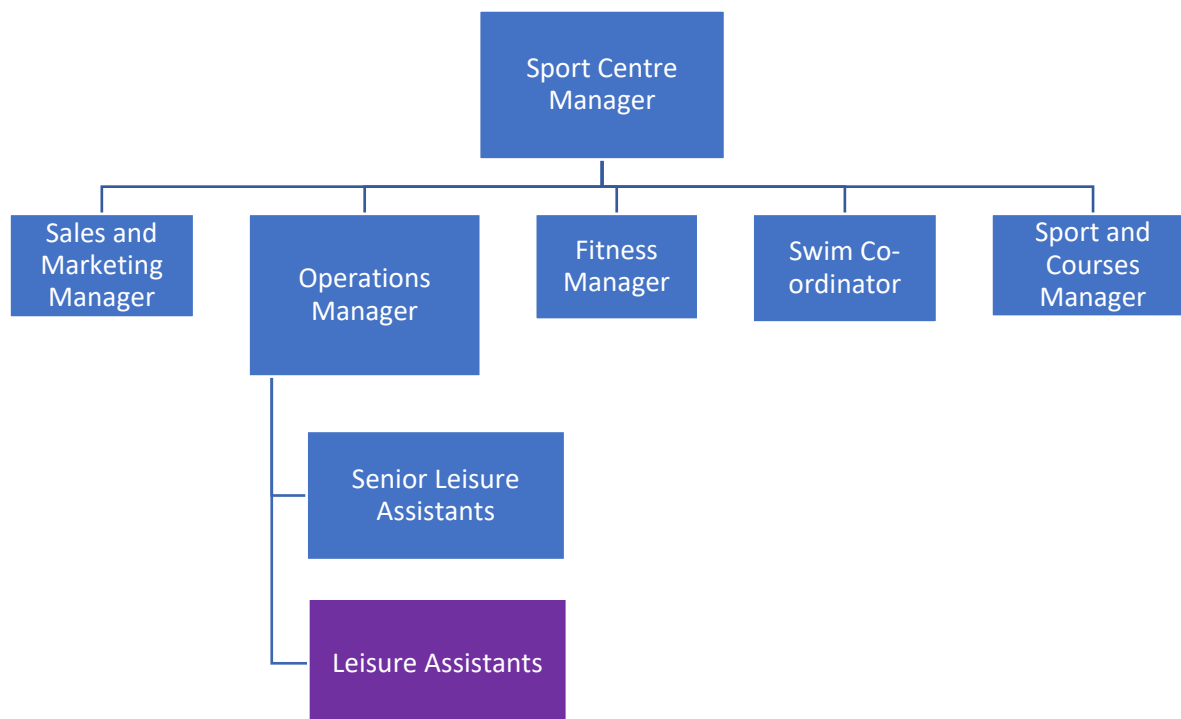
After accommodating the educational and social demands of pupils, the School is eager to develop wider access to the Centre and encourages participation by the local community in a range of sports and leisure activities organised and managed by the Centre staff. The Centre is managed by the School's trading company on a commercial basis. Critical to the success of the Centre is a commercially targeted and client focused staff team. Staff readily accept the responsibility of representing the School and Enterprise company in the local community.

Oundle School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Successful applicants will be required to undergo child protection screening appropriate to the post including checks with past employers and the Disclosure and Barring Service



Role details

Working within the Sports Centre team, the role holder will report to the Operations Manager.



The purpose of the role is to provide all visitors to Oundle School Sports Centre with a friendly and positive experience, through delivering effective customer service and maintaining safe facilities through supervision and high standards of housekeeping.

The main duties and responsibilities of the role are listed below. Please note these are not exhaustive but highlight the main tasks.

Responsibilities

Leisure Assistants are multiskilled and work across all areas of the Centre in what is a pivotal role. Working under the direction of Senior Leisure Assistants and the manager on duty to complete a range of duties, often working in a team of three, rotating duties during the shift.

General

- Complete shifts in accordance with the rota and completing daily task sheets
- Required to deliver duties across a range of activity
 - Housekeeping
 - Room and equipment set-ups
 - Reception
 - Lifeguarding
- Maintain constant supervision of pool areas while lifeguarding
- Ensure all sporting facilities and equipment are ready and suitable for use and stored away

- Supervise pupils and members/visitors and ensure their safety
- Undertake regular staff training including maintaining the NPLQ
- Ensure the safeguarding of all children and vulnerable adults
- Be aware of and follow the NOPs and EAPs

Personnel

- Complete weekly time sheets as required and holiday requests
- Comply with the Oundle School Staff Code of Conduct
- Attend team meetings and complete monthly training as required including;
 - Customer care
 - Product knowledge training
 - Emergency Action Plans
 - Communications
 - CPD as appropriate to the role

Duties

Customer Service

- Always promote quality customer service, dealing with feedback and reporting more serious issues to the manager on duty.
- Always ensure the Health & Safety of customers
- Ensure all lost property is handled and recorded in line with written procedures.
- Provide information and assistance to customers as required, or direct them to reception if appropriate.
- Liaise with managers to focus on ways to improve the Centre.

Poolside

- Undertake general lifeguarding duties, ensuring the pool is never left unattended whilst in use
- Be aware of general pool conditions and report any changes from the norm to the manager on duty.
- Monitor number of bathers in the pool and when numbers exceed specified limits advise additional lifeguards, the Senior Leisure Assistant, the manager on duty and reception.
- Check safety equipment and report any defects.
- Complete all associated paperwork in relation to 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 Senior Leisure Assistant 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
- Assist catering/café staff in maintaining the presentation of the area

Reception

- Actively encourage and promote membership of the Sports Centre under the guidance of the Sales and Marketing Manager

- Communicate any management booking enquires to the Sales and Marketing Manager
- Promote activity schemes and current sales offers
- Actively promote the Centre's retail items to users

Administration

- Answer all incoming phone calls, record, and follow up as necessary
- Assist in the organising and implementation of the Centre's social events
- Monitor and sign in and out all contractors and visitors
- Complete all processing of documentation and filing as appropriate in accordance with GDPR
- Cash reconciliation of the till and other payments
- Process payments for membership, activities and sales items
- Update and maintain membership database
- Take bookings for the Sports Centres facilities and activities – including fitness inductions

General

- Cover other departments (i.e. reception, fitness studios etc.)
- Promotion, organisation and hosting of children's parties
- Attend activities completed at the Centre as required to enhance product knowledge to support customer service and ability to actively promote the Centre
- To carry out any other duties commensurate with the post as may be reasonably required by the line manager.

Person Specification

Short-listing will be based on the following specification, which candidates should bear in mind when preparing their application and completing the application form to ensure that their application and suitability reflects the essential requirements of the role.

Qualifications	Essential	Desirable	Method of assessment
NPLQ	•		Application form Interview
Fitness instructor (Level 2)		•	
ASA Swimming Teacher (Level 1/2)		•	
Coaching/fitness class qualifications		•	
Skills and Experience	Essential	Desirable	Method of assessment
Experience of working within the leisure industry	•		Application Form
Experience of working as part of a team	•		
Demonstrate use of Microsoft Office products	•		
Ability to pass a pre-employment practical skills test in the pool	•		Interview
Experience of dealing with emergency situations		•	Assessment Exercise*
Experience of working on reception		•	References
Experience of an electronic point of sale system		•	
COSHH training		•	
Personal qualities	Essential	Desirable	Method of assessment
Calm manner	•		Application Form
Able to work a flexible working pattern	•		Interview
Confident when dealing with people	•		Assessment Exercise*
Able to work on own initiative and as part of a team	•		References

* if appropriate

Every job description in the organisation will be subject to a review on an annual basis at the time of the annual appraisal meeting and may be reviewed as a result of a change in strategic direction or operational requirements.

It is the shared responsibility of the role holder and their line manager to ensure that job descriptions are kept up to date.

Information for applicants

Start date	As soon as possible, subject to notice period and pre-employment checks.
Hours of work	Average of 40 hours per week. Full time shift pattern will include a mixture of mornings, evenings and weekends. <i>Part time applications may be considered for the right applicant.</i>
Working weeks	This is a 52-week role and is not affected by Oundle School Term times.
Contract term	Permanent, subject to a six-month probationary period.
Remuneration	£24,107 full time equivalent.
Annual leave	21 days' paid holiday in each complete holiday year, plus seven public holidays. This is pro-rata for part-time staff. Any official closures of the Sports Centre (currently Christmas Day, Boxing Day and new Years' Day) is classes as non-working days. You are not required to use your holiday entitlement for these closure days. Any other public holiday when the Sports Centre is open will be classed as a normal working day for the purpose of rotas and you will receive your normal rate of pay for working on those days.
Other	<p>We also offer:</p> <ul style="list-style-type: none"> • Excellent working conditions • Group Personal Pension Plan • Life Assurance scheme • BUPA Wellbeing Expenses Plan • Employee Assistance Programme • Access to some discounted tickets to the Stahl Theatre and Music Productions • Discounted membership of the Sports Centre and Swimming Pool • Cycle to Work scheme • Free light lunch available for staff during School term times • Free car parking (subject to availability) <p><i>Some of the above are non-contractual</i></p>