



OUNDLLE

School

Senior Leisure Assistant

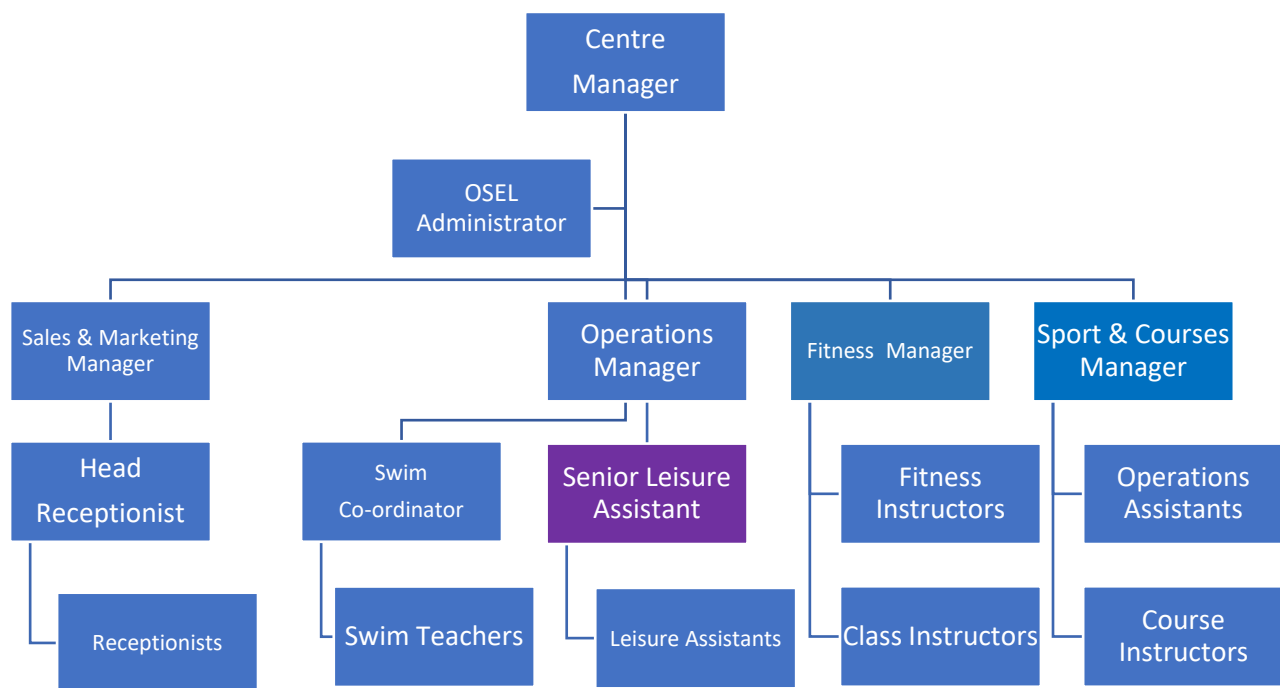
Oundle School was established in 1556 and is one of the country's leading co-educational boarding and day schools. The School has 860 boarding and 260 day pupils, with 250 day pupils aged 4 – 11 attending Laxton Junior School. The School has a turnover in the region of £40m and a staff of 760. The School 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 Senior Leisure Assistant will be responsible for the day-to-day supervision of the Leisure Assistants and report into the Operations Manager who they will deputise for the Operations Manager in their absence. They will also be responsible for delivering the Sports Centre lifeguard training programme to meet RLSS standards where qualified to do so.

The Senior Leisure Assistant will also 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

- Supporting, assisting, enabling actions to be taken in the sport centre directed by the Operations Manager or other centre management to deliver actions required to deliver the smooth running of daily operations and events.
- Fulfilling the standard duties of an LA to include daily, weekly monthly cleaning check sheets and supervising the team's productivity on shift.
- Complete shifts in accordance with the rota including daily task sheets.
- Cover as Manager on Duty as required to meet the needs of the business.
- Deliver duties across a range of activities to include housekeeping, setting up rooms and equipment, reception and lifeguarding.
- Mentoring new or inexperienced lifeguards.

- Where qualified - RLSS Trainer/Assessor.
- Advanced control room knowledge and training.
- Knowledge of machine breakdown and procedure.
- Maintain constant supervision of pool areas when on lifeguarding duties.
- 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.
- Security key-holder – required to open and close the building as key holder. These times will vary depending on the operating times of the Sports Centre. It is likely these times will be between 06:00am – 08:00am and 8:30pm – 10:30pm.
- To be aware of the Commercial and School allocation timetable and therefore assist the Operations Manager in fielding incoming queries and requested amendments to the timetable.
- In collaboration and agreement with the Operations Manager, conduct regular 1:1's and OPDR's with the Leisure Assistants.
- Support Operations Manager with maintaining and communicating work rotas and deep cleaning Schedules.
- Attend team meetings and complete monthly training as required including customer care, product knowledge training, Emergency Action Plans, communications and CPD as appropriate to the role.
- Promote quality customer service at all times, dealing with feedback and reporting more serious issues to the Operations Manager.
- Ensure the Health & Safety of customers at all times.
- Ensure all lost property is handled and recorded in line with written procedures.
- Provide information and assistance to customers as required, directing them to reception as appropriate.
- Liaise with managers to focus on ways to improve the Centre.

Operational

- 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 Operations Manager.
- Monitor number of bathers in the pool and when numbers exceed specified limits advise additional lifeguards, the Operations Manager and reception.
- Check safety equipment and report any defects to the Operations Manager.
- 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 Operations Manager 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.
- Actively encourage and promote membership of the Sports Centre under the guidance of the Sales & Marketing Manager.
- Communicate any management booking enquires to the Sales & Marketing Manager.
- Promote activity schemes and current sales offers and the Centre's retail items to users.
- 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.
- Take bookings for the Sports Centres facilities and activities – including fitness inductions.
- Provide cover for other departments as required (i.e. Reception and 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 to actively promote the Centre.

Additional Duties

- To Comply with the Oundle School staff code of conduct
- Act at all times consistently with Oundle School's Safeguarding Policy, associated procedures and standards of behaviour and in line with Keeping Children Safe in Education (KCSIE) Part 1 and Annex.
- Support the School's Prevent Strategy as outlined in the Prevent Policy in the Staff Handbook, ensuring that visitor and other relevant protocols are observed.
- Demonstrate an appreciation for the importance of diversity, through your actions and behaviours, with the School's Equality, Diversity and Inclusion Strategy.
- Ensure compliance with the School's Health and Safety policy and requirements.
- 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
Pool Plant Operator Qualification (or have passed within first 6 months)	•		
Fitness instructor (Level 2)		•	
First Aid at Work Qualification		•	
ASA Swimming Teacher (Level 1/2)		•	
RLSS Trainer/Assessor qualification		•	
Coaching/fitness class qualifications		•	
Skills and Experience	Essential	Desirable	Method of assessment
Experience of working within the leisure industry	•		Application Form Interview
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	•		
Experience of supervising a team		•	References
Experience of dealing with emergency situations		•	
Experience of working on reception		•	
Experience of an electronic point of sale system		•	
COSHH training		•	
Personal qualities	Essential	Desirable	Method of assessment
Calm manner	•		Application Form Interview References
Able to work a flexible working pattern	•		
Confident when dealing with people	•		
Able to work on own initiative and as part of a team	•		

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.
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	£28,366 - £29,352 per annum dependent on RLSS Trainer qualification.
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. 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>