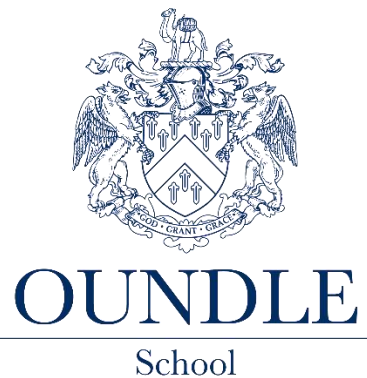




Leisure Assistant

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



About The Role

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

Role Specification

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

The selection of candidates for short-listing will be based on this specification. Candidates should bear this in mind when preparing their application and completing the application form.

Qualifications	Essential	Desirable
NPLQ	•	
Fitness instructor (Level 2)		•
ASA Swimming Teacher (Level 1/2)		•
Coaching/fitness class qualifications		•
Competencies, Skills & Experience	Essential	Desirable
Experience of working within the leisure industry	•	
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 dealing with emergency situations		•
Experience of working on reception		•
Experience of an electronic point of sale system		•
COSHH training		•
Personal qualities	Essential	
Calm manner	•	
Able to work a flexible working pattern	•	
Confident when dealing with people	•	
Able to work on own initiative and as part of a team	•	

All roles at the School are classed as 'regulated activity' as per the Keeping Children Safe in Education guidance, therefore a good understanding of safeguarding procedures is essential.

Employment Information

The role is subject to a six-month probationary period. On completion, you will be expected to participate in the School's appraisal system.

All members of staff are appointed to the School as a whole and may reasonably be asked to undertake similar or related duties in a department or team other than that to which they were originally appointed, or for any subsidiary company.

The School is committed to safeguarding and promoting the welfare of children and young people, and expects all staff to share this commitment. All staff appointed to the School are required to be checked through the Disclosure and Barring Service, and to provide evidence of identity, evidence of their entitlement to work in the United Kingdom, and evidence of qualifications deemed essential to the role, or declared on their application form.

- **Start date:** As soon as possible, subject to notice period and pre-employment checks
- **Contract:** Permanent
- **Working weeks:** This role is to work 52 weeks.
- **Hours of work:**
 - 40 hours a week
 - Part-time hours also available – please indicate on your application You are entitled to a daily 30 minute meal break.
- **Salary:** £12.71 hourly (£26,438 FTE). You will be paid each month through the year.
- **Holidays:** 6.4 weeks (32 days) inclusive of public holidays. This is pro-rata for part-time staff. The Sports Centre usually closes on the following public holidays: Christmas Day, Boxing Day and New Years Day. 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. The School contractually determines that three of your holiday days (pro-rated) are to be taken during additional Sports Centre closure periods.

To apply, please visit our Recruitment website at: www.oundleschool.org.uk/vacancies

Interviews will be arranged as suitable applications are received.

If you have any questions about the role, please contact:

Human Resources

Oundle School, The Bursary, Church Street, Oundle, Peterborough, PE8 4EE

Email: opportunities@oundleschool.org.uk / Tel: 01832 277193