



Watford Grammar School for Girls

JOB DESCRIPTION	
Job Title	General Leisure Assistant
Reports To	Fuller Life Manager
Contract Type	Permanent
Role	Support
Working Pattern (Days) please see below for more details:	Monday – Friday, 4.45pm - 10.15pm Minimum : 1 shift per week Maximum : 2 shifts per week Required to work 10 shifts over a repeating 6 week rota. Additional shifts available to cover colleague sickness and annual leave including Saturday & Sunday if available.
Working Hours	5.5 hours per shift
Pay Scale & Point	H3, 5
Pay Range	£13.80 per hour

Context of the post

In all matters the foremost will be the supporting of the aims of the School and the policies laid down by the Governing Body. The spirit of all the school policies is summed up by our mission statement:

“To foster the academic excellence and personal development of each pupil in a caring, stimulating and challenging environment so that each pupil is able to fulfil her full potential.

To promote high quality teaching and learning and to hold high expectations of each pupil both in terms of achievement and good behaviour.

To manage the school in ways which involve the whole staff in preserving and carrying forward the special character of Watford Grammar School for Girls, which is based on care and respect for every member of the school community.”

It is the responsibility of every member of staff to ensure at all time the safety of the children in their care. All adults working in the school should know about the school’s child protection procedures and the identity of the Designated Senior person for child protection.

Job Purpose

A versatile, customer-facing role person responsible for the daily operation, safety, and cleanliness of sports and leisure facilities. To provide and manage a clean and safe environment for visitors and members vital for a positive visitor experience to FullerLife Health and Fitness Centre.

Shift Pattern

- To work a full 5.5 hour shift Monday to Friday; 4.45pm-10.15pm (no break).



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- Allocated to a shift pattern (A, B, or C) which will require working different days over a repeated three week period.

	Monday	Tuesday	Wednesday	Thursday	Friday
Week 1	A	A	B	B	C
Week 2	B	B	C	C	A
Week 3	C	C	A	A	B
Week 4	A	A	B	B	C
Week 5	B	B	C	C	A
Week 6	C	C	A	A	B

- **Minimum Working Hours Per Week : 5.5**
- **Maximum Working Hours Per Week : 11**
- **Additional Hours :** May be available to cover sickness and annual leave for other colleagues.

Supervision

The post holder will report and be managed by Fuller Life Manager.

Responsibilities

Customer Service

- Customer Service: Main point of contact for greeting customers and visitors, handling inquiries, managing bookings, checking membership records, and resolving problems. Dealing with customers' requests for any potential new hirers and bookings, passing information to the Fuller Life Manager for final agreement and approval.
- Reception & Admin: Handling customer enquiries on the phone by email or in person. Processing bookings via membership system and managing cash or card payments at the front desk.
- Safety & Supervision: Patrolling the facility to ensure order, supervising clients using equipment, and identifying potential safety hazards.
- Liaising with hirers on site to ensure bookings run smoothly and issues resolved.
- Provide induction training to any new members, or in a new piece of gym equipment has been installed.
- Reporting and emailing any issues, and keeping members updated with classes or swimming that have been cancelled/removed/added.
- Build rapport with members and visitor's using the facilities by walking through the gym every hour to provide members with fitness advice and assisting them with any questions they may have.
- Emergency Response: Administering first aid when necessary and assisting with emergency building evacuations.



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Site & Facilities

- To act as a key holder for the locking and unlocking of the sports buildings and site, managing and resolving any site issues that arise.
- General maintenance of the centre to make sure that equipment is maintained and correctly set up for members and external hirers.
- Cleaning duties: Maintaining high standards of cleanliness in all areas, including changing rooms, corridors, toilets, sports hall, gym, gymnasium, and dance studio.
- Daily testing the swimming pool (onsite training will be provided).
- Advising the FullerLife Manager and/or Site Manager of faults to the buildings, fixtures and fittings, which require specialist attention, and advising on appropriate remedial action.
- Daily health and safety checking and cleaning centre gym equipment.
- Facility Operations: Setting up halls and venues, dismantling equipment for various sports and events and conducting routine maintenance and safety checks.

Admin & Finance

- Taking payments for classes, swimming or use of other facilities. Daily recording and reconciling of payments received, liaising with the Fuller Life Manager to resolve any differences in accounts.
- Responsible for dealing with small amounts of cash, card payments, and securing these after each shift in the safe.
- The postholder may also be responsible for a range of special aspects of the school such as swimming pool, tennis courts, sports equipment, outside sports fields etc.

Contacts

- Fuller Life Manager
- Site & Facilities Manager / Senior Caretaker
- Visitors and Members (including parents)
- Finance Team
- External Hirers
- Members
- Cleaning Staff

Organisation Structure



Dress Code



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- Post holder will be required to attend work wearing a school crested FullerLife shirt and staff Id badge (both will be provided).

Physical Effort

- Moving and carrying furniture and other sports equipment, storing away after each event.
- Approx. 25% of the time might be spent moving and carrying various items.
- Approx. 25% of the time might be spent cleaning in and outside the school.
- Approx. 50% of the time might be spent managing the site dealing with members.

Working Environment

- Some of the work may need to be done out of doors most 95% will be inside.

Any other task as may be reasonably requested by the Line Manager and Leadership Team.

Notes

- a. All staff are expected to demonstrate consistently high standards of personal and professional conduct. The following statements define the behaviour and attitudes which set the required standard for conduct.
- b. Staff uphold public trust in Watford Grammar School for Girls therefore staff are expected to maintain high standards of ethics and behaviour, within and outside school, by:
 - i. Treating students and colleagues with dignity, building relationships rooted in mutual respect and at all times observing proper boundaries appropriate to their position.
 - ii. Having regard for the need to safeguard students' wellbeing, in accordance with statutory provisions as appropriate.
 - iii. Showing tolerance of and respect for the rights of others
 - iv. Not undermining fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of those with different faiths and beliefs
 - v. Ensuring that personal beliefs are not expressed in ways which exploit pupils' vulnerability or might lead them to break the law.
 - vi. All staff must have proper and professional regard for the ethos, policies and practices of Watford Grammar School for Girls and maintain high standards in their own attendance and punctuality.
- c. The post holder will take part in an annual performance Review at which objectives will be set and development needs identified.
- d. It is a statutory requirement that all public sector workers in customer facing roles must be able to speak English fluently and you will be expected to demonstrate at interview and in the classroom the ability to converse at ease and at an appropriate level in accurate English with students, parents, and visitors to the school.
- e. The above responsibilities are subject to the general duties and responsibilities contained in the statement of Conditions of Employment.



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- f. This job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and no part may be so construed.
- g. This job description is not necessarily a comprehensive definition of the post.
- h. The duties and responsibilities listed describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be deemed necessary by the Headmistress.
- i. The job description will be reviewed regularly and may be subject to modification or amendment at any time after consultation with the post holder.

Please sign both copies of this job description, keeping one for your files and returning one to the HR Department, within 14 days. If it is not returned within 14 days your acceptance will be presumed.

Signed:

Date:

Headteacher

Signed:

Date: