
DEPARTMENT OF EDUCATION, SPORT & CULTURE
MANX SPORT & RECREATION - NATIONAL SPORTS CENTRE
JOB DESCRIPTION

Job Title: Full Time Leisure Assistant

Responsible to: Duty Officer

Responsible for: All leisure staff on shift and members of the public

Salary analogue: PSC Manual & Crafts workers Skill Zone 1

Liaise with: The general public, schools and other members of staff

Employment Group: Public Service Commission

Special conditions: A satisfactory Enhanced Police Check (DBS) is to be received prior to commencement.

Purpose of post:

To provide operational assistance to ensure the smooth, safe day-to-day running of the Centre

Main Duties and Responsibilities:

Providing supervision and assistance to the general public in each of the activity zones:

Wet Sports

Outdoor Sports

Dry Sports

- Ensuring the safe provision of operation with a high level of customer care, opening, closing and cleaning responsibilities
- Dealing with public complaints and problems at an initial stage
- Liaising with the Duty Officer and SLA's in regards to operational issues
- Dealing with user groups, organising and taking an active role in the operational programme
- Assisting in the preparation, organisation and supervision of sporting events at the Centre
- Promoting and maintaining a high standard of service delivery in accordance with the aims and objectives of Quest – the Quality Scheme for Sport and Leisure

Supervision and Security of General Public:

- Directing the activities of users to prevent injury, or misuse and damage to the facilities and/or equipment
- Offering trained assistance to users in difficulty
- Implementing emergency procedures
- Checking building security and fire safety provision including fire exits and firefighting equipment
- Maintaining an ongoing presence around all areas of the facility ensuring all routes are clear from congestion
- Ensuring the safety and security of users' property and valuables

Cleaning Tasks:

- The role involves the cleaning of the centre, its surrounds and equipment ensuring that high standards of cleanliness, presentation and hygiene are in accordance with those expected by our customers. Completion of the daily schedule is required and any issues reported to the Duty Officer.

Water Treatment:

- Undertaking water testing recording results, and ensuring that this procedure is carried out according to the relevant testing schedule

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- Carrying out routine operational tasks on equipment

Building Services, Structure and Equipment:

- Reporting faults, broken equipment and removing from service where necessary ensuring the necessary actions are taken

Health and Safety:

- Comply with Health and Safety legislation and ensure teams also comply
- Comply with the Department's Health and Safety policy and procedures

Training:

- Undertake training relevant to the operation and any quality assurance or NVQ initiatives
- Whilst the Job Description specifies certain relevant qualifications given the on-going development of the Leisure Industry it may be necessary for management to modify or add qualifications at an equivalent standard. In the event of any changes or additions an existing staff member will be given up to 12 months to achieve the modified or new qualification.
- Maintain NPLQ qualification and remain competent to work on the NSC pool by attending monthly staff training and attending NPLA Re-assessments when required.
- It is a requirement for staff to renew and maintain all qualifications as appropriate during the tenure of their employment and failure to do so may lead to reversion to a lower grade or termination of employment.
- To undertake and attend a safe guarding course every three years.
- Attend dry side training

General:

- Staff must show respect to customers and other members of staff at all times taking into account equality and diversity guidance
- Maintain good working relations with colleagues
- Promote a quality service by working with agreed standards
- Dress and conduct must be of a standard which promotes the public's confidence in the ability of the individual and service as a whole.
- In order to provide appropriate standards of service and to maintain a good public image, it is a condition of the job that the post holder will not consume alcoholic drinks or narcotic substances during the duration of the working day
- Be familiar with Its learning and log on regularly to check for key updates

Ancillary Duties:

- Storing, securing and recording deliveries and the issuing of stocks, in accordance with the financial regulations
- Providing operational cover for staff in other areas of the Centre, where competent
- Attending training and staff meetings where required
- To perform any other duties as reasonably required by the Centre management team, and undertaking work in other facilities operated by the Department

Values & Behaviours

- 'Adhere to' and 'promote to' other staff members, MSR's agreed Core Values and Behaviours.
- Address any issues in relation to staff Values and Behaviours in order to maintain high standards at all times.
- Staff must show respect to customers and other members of staff at all times taking into account gender, religion, age and ethnicity.
- Maintain good working relations with colleagues.
- Promote a quality service by working with agreed standards.
- Dress and conduct must be of a standard that promotes public confidence in the ability of the individual and the service as a whole.

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- In order to provide appropriate standards of service and to maintain a good public image, it is a condition of the job that the post holder will not consume alcoholic drinks or narcotic substances during the duration of the working day.
 - Adhere to MSR Staff Code of Conduct at all times

Safeguarding Statement

The following Safeguarding Statement appears on all Job Descriptions / adverts that go out for vacant positions within Manx Sport & Recreation:

Safeguarding statement:

- Staff will have aligned to their role and responsibilities, regular unsupervised access to children, young people (under18) and vulnerable adults.
- The Department of Education , Sport and Culture is committed to safeguarding and promoting the welfare of children and young people and expects all the staff and volunteers to share this commitment.
- All the staff are required to undertake training with regards to the safe guarding and welfare of children and young people and the Department commits to providing this training e.g. via induction, on-line training, briefings at staff meetings, inset days etc. , as appropriate
- All staff have a responsibility for promoting and safeguarding the welfare of children, young persons and vulnerable adults for whom they are responsible, or with whom they come into contact with, to ensure compliance with the IOM Safeguarding Board, Child Protection Procedures and also Manx Sport and Receptions Safeguarding Code of Conduct. If, in the course of carrying out the duties of the post, the post holder becomes aware of any actual or potential risks to the safety or welfare of the children in the NSC or Associated Sports Facilities/School, they must report any concerns to the to the designated safeguarding lead in their area or to the Departments Safeguarding Officer.
- Failing to follow the IOM Safeguarding Boards Child Protection Procedures and Manx Sport and Receptions Child Protection Code of Conduct could lead to disciplinary action being taken.
- The contents of the MSR job descriptions may be reviewed and updated as necessary to ensure that it remains accurate and complete
- All changes will be made in discussion and with the agreement of the Head of Service or designated Officer.

**Manx Sport & Recreation
Leisure Assistant
Person Specification**

Post: Full Time Leisure Assistant

Department: Department of Education, Sport & Culture

Job Summary: To provide operational assistance which ensures the effective and safe day to day running of the National Sports Centre facilities.

ATTRIBUTES	Essential or Desirable	METHOD OF ASSESSMENT
Qualifications		
Valid RLSS National Pool Lifeguard Qualification or enrolled onto an NPLQ course.	E	CV / Pre-employment Checks
Able to attain and maintain the National Pool Lifeguard Qualification (NPLQ) and the physical standards necessary for the post	E	CV
Knowledge & Skills		
Experience of working in a sports facility setting	D	CV/Interview
Able to deal with the public in a friendly and efficient manner	E	CV/Interview
Capable of routine administrative tasks (e.g. completion of accident forms)	E	CV/Interview
Able to work with own initiative for periods of time without the need for direct supervision	E	CV/Interview
Disposition		
Have a friendly and approachable manner	E	Interview
Civil, patient yet firm in the application of procedures	E	Interview
Enthusiastic, conscientious and acts with integrity at all time	E	Interview
Trustworthy, punctual & reliable	E	Interview
Be prepared on occasions to fulfil contracted hours at the NSC	E	Interview
Have the ability to lead and take control of any situations that arise	E	Interview
Circumstances/Interests		
Isle of Man Worker	D	Application Form
Have the flexibility to occasionally fulfil contracted hours elsewhere within in the origination e.g. regional sites, outdoors or the Gelncrutchery Swimming Poll	D	Interview
Able to work alone and have confidence in own ability	E	Interview

Capable of attaining and maintaining the physical standards necessary for the post and the NPLQ reassessment qualification	E	Interview
Satisfactory Police Check	E	Pre-employment Checks