

Post Title:	Leisure Assistant
Post Purpose:	The Lifeguard will contribute to ELA Active Sports Centre's mission of providing a safe, high-quality service to our customers. This role involves lifeguarding, cleaning duties, and ensuring a welcoming environment for all users of the facility.
Reporting to:	Sports Centre Manager
Liaising with:	Duty Manager and other centre staff and members of public
Working time:	Flexible working hours. Shift arrangements will be agreed by the Duty Manager, with shifts potentially including evenings, weekends, and occasional public holidays.
Salary/ Grade:	Scale 2 Point 4
Holidays:	Holiday pay will be paid at 12.07% per hour
Disclosure Level:	Enhanced DBS

Key Responsibilities

1. Facility Operations & Daily Delivery
 - Customer Service: Ensure customers receive a quality service by displaying a positive, helpful, and friendly attitude when responding to queries, complaints, or concerns regarding the site programme and use.
 - Facility Safety & Cleanliness: Ensure that all facilities are clean, safe, and adequately equipped for use at the time of booking, adhering to health and safety regulations.
 - Fault Reporting: Identify and report any faults or damage to equipment or building fabric to the Duty Manager in a timely manner.
 - Health & Safety: Be responsible for the health, safety, and welfare of bathers and all users, including colleagues, in accordance with the Centre's Safety Policy. Ensure the safe and correct use of all equipment, both by staff and users, in compliance with health and safety legislation and guidelines.
 - Swimming Pool Safety: Provide maximum safety during swimming pool activities in line with National Pool Plant Qualification (NPLQ), Royal Life Saving Society (RLSS) guidance, and ELA Active training. Ensure the safe supervision of all pool users, prevent accidents, and respond quickly to any emergencies.



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- **Emergency Response:** Undertake appropriate action in emergency situations, following site Normal Operating Procedures (NOP) and Emergency Action Plans. Provide support to the nominated First Aider when first aid treatment is required, ensuring that all incidents are handled promptly and efficiently.
- **Administrative Support:** Assist with basic clerical and administrative tasks as required.
- **Communication & Promotion:** Assist in the communication and promotion of the Centre's services and activities, ensuring that all information provided is accurate and up to date.
- **Facility Inspections & Cleaning:** Conduct regular facility inspections for cleanliness and undertake cleaning duties as specified in the cleaning schedule or when immediate action is needed.
- **Equipment Setup:** Set up and dismantle sports equipment for scheduled activities or events.
- **Flexibility:** The postholder may be required to undertake duties at different hours, including evenings, weekends, and public holidays, to meet the needs of the service.
- **Other Duties:** Carry out any other tasks necessary to ensure the smooth and efficient operation of the facility.

2. Training

- Attend monthly staff training sessions for two hours to maintain professional knowledge and skills.
- Maintain physical fitness and strength to meet the demands of the job.
- Attend annual Child Protection training as required by ELA Active.

3. Safeguarding

- Ensure full compliance with all safeguarding policies and procedures set by the ELA Trust.
- Participate in annual safeguarding training and refresher sessions to maintain up-to-date knowledge and best practices.
- Promote a culture of safety and vigilance, ensuring all staff understand, adhere to, and actively uphold safeguarding responsibilities.
- Maintain a strong awareness of safeguarding practices and promote the welfare of children and vulnerable adults.
- Integrate safeguarding into staff development and training to reinforce best practices and compliance.

4. Trust Ethos

- Support the overall mission and values of the ELA Trust, promoting its ethos within the facility.
- Promote and adhere to the ELA Trust's policies.
- Comply with the Trust's Health and Safety Policy.



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Safeguarding

The Trust expects that all employees will carry out all duties with an awareness and understanding of the safeguarding requirements within their area of responsibility and comply with all safeguarding policies and procedures. Employees must promote and safeguard the welfare of children, young people or vulnerable adults they are responsible for, or come into contact with.

While every effort has been made to outline the main duties and responsibilities of the role, additional tasks may arise as needed to ensure the effective operation of the facility.