

Aspire Job Description

Job Title:	SENIOR SPORTS ASSISTANT	POSITION ID: SSA
Entity:	ASPIRE DEFENCE SERVICES LIMITED (ADSL)	
Location:	Aldershot Garrison Sports Centre	
Reports to:	Sports Centre Manager / Duty Manager	
Key Purpose of the Role:	The Supervision of Sports Assistants and Receptionists to deliver a professional service when operating the leisure facilities within Aldershot Garrison. Also covering the Duty Manager Role in times of absence	
Key Responsibilities:	Quality, Health, Safety and Environment <ul style="list-style-type: none">• Carry out duties in a safe and proper manner both for yourself and the wellbeing of others. To adhere to Health & Safety Codes of Practice and Regulations as appropriate. Service Provision <ul style="list-style-type: none">• To advise users of the Centre as to the Centre's regulations and the correct and safe use of the facilities.• To maintain strict supervision over swimming pool users and to ensure their safety at all times.• To carry out swimming pool rescues, to apply resuscitation and to administer first aid as may be necessary.• To prepare activity areas involving the setting out and setting up of equipment and furniture and the dismantling and clearing of such.• To have due regard for the security of equipment and premises as may be indicated and to ensure any maintenance issues are logged and procedures followed.• To carry out dry patrols and security duties.• To carry out cleaning duties as necessary and to ensure the building is as clean as possible. This may include cubicles, toilets and drains. To continuously combat the problem of litter whilst on the premises.• To undertake coaching, teaching, general instruction and activity supervisory duties and to advise groups and individuals on all general and specialised activities.	

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- To attend 1 x NPLQ Training Session Per Month to keep their qualification valid
- To complete basic records as may be necessary.
- To wear the prescribed staff clothing at all times.
- To report to a more senior member of staff any matters which do not fall within the role's area of responsibility and which may need attention.
- To assist in Duty Manager's tasks as requested.
- Ensure that the quality of service to every customer is of a high standard and is upheld following guidelines to enhance the Centre's image and to promote good public relations and Customer Care. Deal with complaints and grievances from the public and users of the facilities as required
- Accountable for the preparation of activity areas involving the setting up and dismantling of equipment. Ensure through regular patrolling, that equipment is stored and made secure when not in use.
- Identify maintenance requirements for equipment or the premises and to undertake basic maintenance and/or liaise with the appropriate member of staff on these requirements.
- Undertake plant operation as appropriate.
- Promote and maintain high standards of presentation and cleanliness within the Centre.
- Carry out general administrative duties including correspondence and to complete any required records including those relating to staffing operation, delivery of goods, accident/incident reporting, time sheets, stock checks, pool water tests, maintenance of plant and stock control.

Management of Staff and Contractors

- Carry out duties of other members of staff as required, e.g. cover for breaks, emergency cover, supervision of activities, coaching etc.
- Attend meetings, undertake projects/tasks and assist in the preparation of reports as required by the Senior Management Team.

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Qualifications

Essential:

- GCSE Grades A-C

Desirable:

- Leisure Management Qualification
- National Pool Lifeguard Qualification
- First Aid At Work

Experience & Knowledge:

Essential:

- Experience at a Supervisory level as a minimum
- Excellent Communication Skills
- High Customer Service Levels
- Competent with Microsoft Office Packages
- Self motivated and committed
- A “**CAN DO**” approach and a true team player
- Good numeracy and literary skills

Desirable:

- Experience of working within a Leisure Environment
- Good numeracy and literary skills
- The ability to take instruction and to work unsupervised
- Self motivated, self assured with attention to detail

Skills:

- Communicates clearly and uses effective methods to deliver the message.
- Works effectively with others and maintains constructive relationships within the team, across the business and externally
- Commits to putting customers first and delivers high quality service that meets or exceeds expectations of both internal and external customers.
- The commitment to Safety First – Always and the drive for continual improvement in this area

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- Understands the right level of quality delivered to enhance customer satisfaction
- Understands how ADSL operates and the impact that actions and decisions have on the business.
- Embraces change; seeks improvements in working practices and challenges the status quo for the benefit of the business
- Understands that ADSL has budgets and their importance for management
- Understands goals and standards expected of self, following ADSL's Values

Date: 01/02/20