

Aspire Job Description

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| Job Title: | CASUAL SPORTS ASSISTANT | POSITION ID: CSA??? |
| Entity: | ASPIRE DEFENCE SERVICES LIMITED (ADSL) | |
| Location: | Aldershot Garrison Sports Centre | |
| Reports to: | Sports Centre Manager / Duty Manager | |
| Key Purpose of the Role: | <i>Deliver a professional service when operating the leisure facilities within Aldershot Garrison</i> | |
| Key Responsibilities: | <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 follow guidelines designed to enhance the Centre's image and to promote good public relations and Customer Care. • 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. • 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. | |

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- To undertake similar duties from time to time, outside the Centre grounds in other recreation areas.
- To assist in Duty Manager's tasks as requested.
- To 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.
- To attend 1 x NPLQ Training Session Per Month to keep their qualification valid. Key activities and company or legal standards to be complied with.

Qualifications

Essential:

- Excellent Communication Skills
- High Levels of Customer Service
- Competent Swimming Ability

Desirable:

- National Pool Lifeguard Qualification
- First Aid at Work Qualification

Experience & Knowledge:

Essential:

- Excellent Communication Skills
- High Levels of Customer Service
- Competent Swimming Ability

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

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- 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
- 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