**JOB DESCRIPTION**

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| **Job Title:** | **Sport & Recreation Assistant** |
| **Reporting To:** | Duty Manager & Site Manager |

**Background**

Wave Active is an award-winning charity and social enterprise, supporting local communities with facilities, activities, and services to inspire active lifestyles.

Our purpose is “Inspiring Active Lifestyles” and vision, “To be at the heart of the improvement of health and wellbeing in the Community”.

Managing 15 leisure facilities and Newhaven Fort, across the Lewes District and Eastbourne Borough of East Sussex we are passionate about providing opportunities that support individuals to gain, regain or maintain: health, fitness, and wellbeing.

Offering a range of activities across our facilities and multifunctional spaces, our team is dedicated to creating an approachable environment enabling individuals to prioritise their health and wellbeing journey.

As a charity, formed in 2006, Wave Active continues to ensure all surplus revenues generated from activities are reinvested back into the community in the form of: facility developments, refurbishments, employment opportunities, new programmes of activity and to support those with health conditions to make health improvements.

**The Post in Context**

The key purpose of this post is to ensure that the building is running smoothly. This means working with the Duty Manager to ensure the centre is clean and tidy and that customers are getting a great service. Also to provide a constant surveillance of customers in the facility acting immediately and appropriately to secure the safety of customers in the event of emergency. When necessary, you will provide emergency care and treatment as required until the arrival of emergency medical services.

**Customer Service**

The priorities of the Sport and Rec Assistants are:

1. To provide a friendly and efficient service to all customers.
2. To pro-actively provide information to promote the Sports Centre to the public at all times.
3. To respond positively to customer enquiries.
4. To sell gym memberships
5. Document and book in activities, events and participants to classes.

**General Tasks**

* To clean all areas of the Centre including the gym, changing rooms, toilets, showers, storeroom, sports hall and outdoor areas to ensure exceptional standards of hygiene and cleanliness.
* To ensure that all users behave in an orderly manner at all times and take appropriate action should any member of the public misuse the facilities.
* To assist with the delivery of continuous improvement plans.
* To set up and down any equipment required.
* To assist in the maintenance, use and updating of safety equipment and to ensure that the requirements of the Health and Safety at Work Act are properly adhered to.
* To be diligent about compliance with the Trust’s Health and Safety Policy.
* To take on relevant responsibilities during Emergency Procedures.
* To ensure day to day preparation of facilities e.g. Equipment and set ups
* To operate Reception, telephones and booking systems
* To carry out any administration tasks as required
* To supervise the centre as required.
* To be a key holder.

**Other Duties**

* To carry out other duties as required.
* To adhere to Wave Active Limited’s policies and procedures.

I agree to accept this Job Description.

**Name:** …..………………………………………………………………………………………………

**Signed:** …………………………………………………………………………………………………

**Date:** ………………………………………………………………………………………………….…

**PERSON SPECIFICATION – SPORT & RECREATION ASSISTANT**

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|  | **Essential** | **Desirable** |
| **Profile** | * Good interpersonal abilities * Able to understand hazards related to pool conditions * Tact and diplomacy when dealing with customers who are breaking the rules * Ability to stay calm under extreme circumstances * Excellent observation skills * Quick reaction in dangerous situations * Customer focused * Driven and Enthusiastic * Passion for providing exceptional service * Team Player |  |
| **Experience** | * Similar work environment |  |
| **Qualifications** |  | * Knowledge of COSHH regulations * Coaching Qualification * First Aid Certificate |
| **Specialist Knowledge** | * Able to organise leisure sessions in at least one activity |  |
| **Other** | * To be flexible to the changing demands of the business * To be able to follow Wave Active Limited Policies and Procedures |  |