



JOB DESCRIPTION & PERSON SPECIFICATION

SERVICE AREA: Hull Culture and Leisure Ltd **POSITION NO:** 91056806
SECTION: Leisure **GRADE:** 1 (One)
JOB TITLE: Dryside Leisure Assistant **DATE PREPARED:** 29.07.10
EVALUATION DATE: 21.09.10 **JE NUMBER:** HCL1851

DIGNITY AT WORK: To show, at all times, a personal commitment to Looked after Children and treating all customers and colleagues in a fair and respectful way, which gives positive regard to people's differences and individuality (for example, gender, gender identity, nationality or ethnic origin, disability, religion or belief, sexual orientation, age). Assists in ensuring equal access to services and employment opportunities for everyone and promotes the Company's Equal Opportunities in Employment Policy.

PURPOSE:

Working in a team to provide a safe environment through the effective supervision of all customers using the facility. To provide a high standard of cleanliness and customer care so that customers may enjoy/play their appropriate activity or sport.

PRINCIPAL ACCOUNTABILITIES:

Please note decision making must be included within the Principal Accountabilities

1.	To promote and safeguard the welfare of children, young people and/or vulnerable adults (<i>Service Area to include where appropriate</i>)
2.	To effectively supervise sports and recreational facilities in accordance with the standard operating procedures to prevent accidents and difficult situations arising.
3.	To monitor the conduct of customers to create the right atmosphere and to maintain good customer relations.
4.	To be the point of initial contact with customers giving advice, responding to enquiries and dealing with minor complaints effectively.
5.	Ensure only legitimate access to sports areas and activities and any other facility or equipment to ensure the continued safety of individuals or groups.
6.	To deal with minor injuries and emergencies administering first aid and /or life support to person/s in difficulty to maintain their physical welfare.
7.	Provide accurate and factual records of any accident or incident for further investigation.
8.	To provide and maintain high standards of cleanliness in all areas of the facility and complete inspection records as required.
9.	To erect and check equipment properly ensuring it is safe for use by customers and has been provided on time according to the activity programme; secure and store after use.
10.	To attend training sessions and practice skills on a regular basis to maintain competency.
11.	There may be a requirement to change the shift/working pattern of the post to meet the needs of the service and match customer demands at short notice, therefore, there is a requirement for flexibility.

12.	The Health and Safety at Work etc. Act 1974 and associated legislation places responsibilities for health and safety on Hull Culture and Leisure, as your employer and you as an employee of the company. In addition to the Company's overall duties, the post holder has personal responsibility for their own health & safety and that of other employees; additional and more specific responsibilities are identified in the Company's Corporate H&S policy.
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GENERAL:

The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility. The postholder must be flexible to ensure the operational needs of the Company are met. This includes the undertaking of duties of a similar nature and responsibility as and when required, throughout the various workplaces in the Company.

DIMENSIONS:

All sections should be completed – if there aren't any state 'none'

1. Responsibility for Staff:

Work experience and college trainees.

2. Responsibility for Customers/Clients:

Working in a team with personal responsibility for customers at peak times.

3. Responsibility for Budgets:

None

4. Responsibility for Physical Resources:

Sports, gym equipment, audio visual equipment, TVs.
Track vehicles.

WORKING RELATIONSHIPS:

All sections should be completed – if there aren't any state 'none'

1. Within Service Area/Section:

With all categories of staff within the facility.

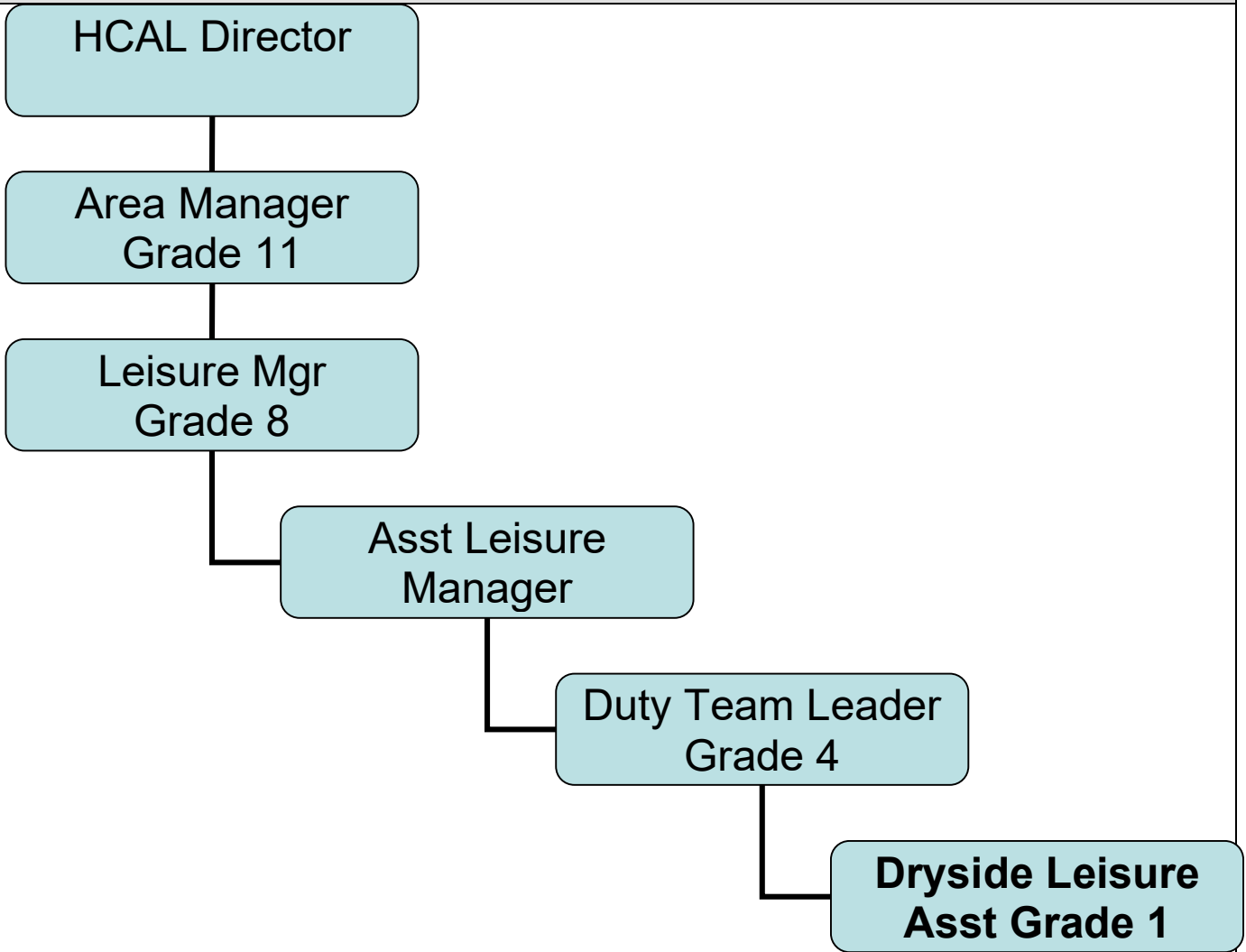
2. With Any Other Council Areas

Working with safety services.

3. With External Bodies to the Council

Clubs, organisations and private hirers.

ORGANISATION CHART:



	<i>Tick relevant level for each category</i>					Supporting Information (if applicable)
	Not applicable	Low	Moderate	High	Very High	
PHYSICAL DEMANDS: Physical Effort and/or Strain – (tiredness, aches and pains over and above that normally incurred in a day-to-day office environment).			√			N/A Setting up of heavy and awkward sports equipment. Operating heavy cleaning machines
WORKING CONDITIONS: Working Conditions – (exposure to objectionable, uncomfortable or noxious conditions over and above that normally incurred in a day-to-day office environment).			√			N/A Indoor and outdoor cleaning and setting up sports equipment in varying temperatures.
EMOTIONAL DEMANDS: Exposure to objectionable situations over and above that normally incurred in a day-to-day office environment.		√				Customer contact First aid situations

PERSON SPECIFICATION		Tick relevant column		List code/s*
		Essential	Desirable	How identified
<p>The information listed as essential (the column that is shaded) is used as part of the job evaluation process. The requirements identified as desirable are used for recruitment purposes only.</p> <p>*Codes: AF = Application Form, I = Interview, CQ = Certificate of Qualification, R = References (should only be used for posts requiring DBS's), T = Test/Assessment, P = Presentation</p>				
1.	Qualifications:			
	Basic Health and Safety Certificate (C.I.E.H.)		√	AF/I
	Basic First Aid Qualification		√	AF/I
2.	Relevant Experience:			
	Working in a team	√		AF/I
	Working with customers	√		AF/I
	Experience of leisure industry.		√	AF/I
3.	Skills (including thinking challenge/mental demands):			
	Motivation to work with children and young people and/or vulnerable adults.	√		AF/I
	Ability to form and maintain appropriate relationships and personal boundaries with children and young people and/or vulnerable adults.	√		AF/I
	Physically able to manoeuvre and erect large pieces of equipment. (High jump stands and beds, pole vault beds, ice barriers).	√		I
	Ability to set up and dismantle sports equipment (e.g. trampoline).	√		I
	To maintain a safe environment through effective supervision and control.	√		AF/I
	To know when to intervene in a given situation this could be a rescue, behavioural or the need to give advice/ guidance.	√		I
	The stress and trauma associated with an incident where the Dryside Leisure Assistant is required to sort out unacceptable conduct by, or between, customers.	√		I
4.	Knowledge:			
	A knowledge and commitment to safeguarding and promoting the welfare of children, young people and/or vulnerable adults (<i>service area to include where appropriate</i>).			
	A knowledge and commitment to safeguarding and promoting the welfare of children, young people and/or vulnerable adults	√		AF/I
	Knowledge of sport and leisure facility operations.		√	I
	Awareness of appropriate legislation including the requirements of the Disability Discrimination Act.		√	I
	Customer Care Policy.		√	I
	Complaints Procedure		√	I
5.	Interpersonal/Communication Skills:			
	Verbal Skills			
	Ability to establish professional, effective working relationships with a range of partners/colleagues and children & young people and/or vulnerable adults (<i>service area to include where appropriate</i>).			

PERSON SPECIFICATION		Tick relevant column		List code/s*
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		Essential	Desirable	How identified
	Ability to establish professional, effective working relationships with a range of partners/colleagues and children & young people and/or vulnerable adults (<i>service area to include where appropriate</i>).	√		I
	Good conversational skills to speak with customers in normal and some difficult situations.	√		I
	Ability to be an effective team communicator.	√		I
	Decisions around communicating with customers regarding their conduct and behaviour.	√		I
	Dealing with customer enquiries, problems and complaints.	√		I
Written Skills				
	Must be able to write legible and factual accident and incident reports.	√		AF/I
	To complete inspection records	√		AF/I
6.	Other:			
	None			
<p>The requirements listed below are not considered during the job evaluation process but are essential requirements for the role that will be assessed during the recruitment process.</p>				
7.	Additional Requirements:			
	None			
8.	Disclosure of Criminal Record:			
	The successful candidate's appointment will be subject to the Company obtaining a satisfactory Enhanced & Children's Barring List Disclosure from the Disclosure & Barring Service (if ticked as an essential requirement).	X	N/A	DBS Disclosure
	If the postholder requires a DBS disclosure the candidate is required to declare full details of everything on their criminal record.		N/A	AF(after short listing)
	If the postholder does not require a DBS disclosure the candidate is required to declare unspent convictions only.		N/A	AF(after short listing)