

Post Details	Last Updated: 03/05/2021	
Job Title:	Recreation Assistant	
Job Family & Job Level	Operational Services	Level 2
Responsible to:	Duty Manager & Senior Recreational Assistant	
Responsible for:	n/a	
<p><u>Job Purpose Statement</u></p> <p>Operating as part of a team, responsible for the provision of excellent guest services and the day-to-day operation of the centre. The role includes cleaning, maintenance, set up, maintaining, and dismantling of equipment for preparation of areas and sessions as appropriate. Providing poolside supervision, including making water-based rescues and to ensure activities can be carried out safely, effectively and within a prescribed timescale.</p>		
<p><u>Problem solving, accountability and dimensions of the role</u></p> <p>The post holder is expected to work with minimum daily supervision but with clear guidance from the Senior Recreation Assistant and Duty Manager, to deliver a high-quality operation and service within Surrey Sports Park.</p> <p>In accordance with the Normal Operating Procedures and Emergency Action Plan, the role involves lifeguarding, performing water-based rescues, first aid and completing regular competency training, as well as dealing with a variety of routine tasks and preparation activities. The role entails following policies and procedures in the delivery of daily duties, whilst multi-tasking and problem solving. The post holder will often need to use their own initiative and judgement to make appropriate decisions in a fast-paced environment, or where resolution is not straightforward to refer to the Senior Recreation Assistant or Duty Manger for guidance.</p> <p>Awareness of the importance of complying with health and safety requirements to safeguard service users, preventing equipment being damaged and/or the reputation of Surrey Sports Park being affected. It is vital for the post holder to keep up to date with programmed activities and events so that set-ups are completed strictly on time.</p> <p>The post does not hold any budgetary or supervisory responsibility.</p>		
<p><u>Background Information/relationships</u></p> <p>Surrey Sports Park is at the heart of sport and physical activity in Surrey, and our mission is to deliver the best possible sport, health and wellbeing experience to our University of Surrey students and to the wider SSP community. We provide strategic added value to the University by delivering an outstanding student experience through social and competitive sport and providing an excellent environment for wellness and fitness for Surrey staff and students, and our community impact is significant both culturally and physically. The team is passionate and high performing, and the business model requires us to deliver a self-sustaining, well managed and customer service focused business.</p> <p>Our values of integrity, accountability, trustworthiness and openness are at the core of how we interact with our users and operate our business.</p> <p>Our philosophy is to empower our teams to exceed customer expectations by:</p> <ul style="list-style-type: none"> • Leading by example • Being consistent and fair • Striving for continuous improvement • Encouraging open communication and honesty • Being accountable to and for our staff • Recognising and celebrating success <p>This job purpose reflects the core activities of the post. As Surrey Sports Park and the post-holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. If significant changes to the job purpose become necessary, the post-holder will be consulted, and the changes reflected in a revised job purpose.</p>		

Person Specification This section describes the knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.		
Qualifications and Professional Memberships		Essential/ Desirable
First Aid Certificate		E
GCSE level (numeracy and literacy) or equivalent vocational qualifications		D
National Pool Lifeguard Qualification		E
ISRM National Pool Plant Operators Certificate		D
Sports coaching qualification		D
Technical Competencies (Experience and Knowledge) This section contains the level of competency required to carry out the role (please refer to the competency framework for clarification where needed).	Essential/ Desirable	Level 1-3
Ability to deal with customers and their queries and concerns with tact and diplomacy.	E	1
Experience of working as part of a team.	E	1
Ability to deliver high quality service, with minimum supervision	E	1
Experience of working in a leisure facility.	D	1
Understanding of health and safety requirements, with reference to the leisure industry.	E	1
Good level of swimming ability	E	1
Special Requirements:	Essential/ Desirable	Level 1-3
To work during unsocial hours, including early mornings, late evenings and at weekends.	E	1
Disclosure and Barring Services Clearance	E	n/a
Core Competencies This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). N/A (not applicable) should be placed, where the competency is not a requirement of the grade.		Level 1-3
Communication		1
Adaptability / flexibility		1
Customer/client service and support		1
Planning and organising		1
Teamwork		1
Continuous improvement		1
Problem solving and decision-making skills		1
Leadership / management		n/a
Creative and analytical thinking		n/a
Influencing, persuasion and negotiation Skills		n/a
Strategic thinking		n/a

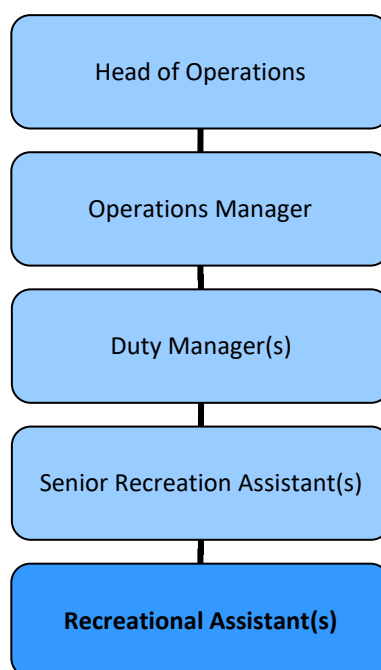
Organisational Information

All staff are expected to:

Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the Surrey Sports Park Equal Opportunities Policy.

Help maintain a safe working environment by:

- Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
- Following local codes of safe working practices and the Surrey Sports Park Health and Safety Policy.
- Excellent environmental performance is a strategic objective for the Surrey Sports Park. All staff are encouraged to work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Undertake such other duties within the scope of the post as may be requested by your Manager.



Key Responsibilities

This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities (5 to 8 maximum) and should be read in conjunction with the accompanying Job Purpose.

1. Provide poolside supervision, undertake safety equipment checks and provide water-based rescues as required.
2. Deal with emergencies and act as main first aiders for Surrey Sports Park.
3. To regularly patrol the centre to ensure that the highest standards of cleanliness, security, maintenance and health and safety are achieved.
4. Set up, maintain and dismantle equipment according to daily bookings, elite sporting events, university fayres and external hire events.
5. To regularly patrol the centre to ensure that the highest standards of cleanliness, security and health and safety are achieved.
6. Working closely with other departments (Front of House, Memberships, Gym, Maintenance, Housekeeping, Team Surrey, Swim Academy and Franchise) and external guests to ensure smooth running of operations and events.
7. Always provide a professional guest-orientated service.
8. To undertake any other duties, not specified above, that are appropriate to the level and responsibilities of the post.

N.B. The above list is not exhaustive.