

**JOB INFORMATION & JOB DESCRIPTION**

<b>JOB TITLE</b>	Leisure Attendant	<b>Date:</b> April 2023
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**PURPOSE OF JOB**

The safe and effective supervision of programmed and un-programmed sessions including the instruction of a range of fitness and sporting activities exercising an appropriate level of control to our supporters.

Delivery of high quality services in accordance with Magna Vitae's mission, vision and core values as detailed in the company's business plan.

**Hours of Work:** Up to 40 hours per week available, work including evenings, weekends & bank holidays. Week by week working arrangements will be in accordance with business requirements and by agreement with your line manager, subject to your right not to work more than 48 hours per week unless by agreement.

**Responsible to:** Duty Manager (on a day-to-day basis) and ultimately to the Operations Manager.

**Team Relationships:** Work based venue colleagues and the wider Magna Vitae operations team.

**Main terms & conditions of employment:** National Minimum Wage (£9.18 - £11.44 per hour depending on age)  
Top up Payments available for teaching Swimming Lessons depending on Qualifications. Training also available.  
Voluntary membership of a generous employer pension scheme  
20 days annual leave (rising to 25 days after 3 full trading years' service)

**Special Requirements:**

**EQUALITY & DIVERSITY:**  
The post holder is required to carry out their duties in a way that supports Magna Vitae's Equality & Diversity Strategy.

**HEALTH & SAFETY:**  
The post holder will take all reasonable care of themselves and of others who may be affected by their acts or omissions. All actions must be conducted in accordance with Magna Vitae's Health and Safety Policy & Commitment Statement.

**SAFEGUARDING CHILDREN & ADULTS:**  
Magna Vitae have a duty to promote the welfare of, and safeguard of children and adults at risk. The post holder is required to comply with the company Safeguarding Policy.

This post requires an enhanced check from the Disclosure and Barring Service.

**Work Location:** Station Leisure and Learning Centre, Station Road, Mablethorpe, LN12 1HA

**Type of Contract:** Permanent/Full Time/Part Time

The activities described below may be varied from time to time to meet the needs of the company. The following duties are not exhaustive but merely indicate the work range and core content of the post. The post holder may be required to undertake further relevant duties. The duties are not arranged in priority order.

## KEY ROLE DELIVERABLES

- The post-holder must, at all times, carry out their duties to comply with the policies, standing orders, financial regulations, employee code of conduct and procedures of the company.
- To maintain, at all times, high standards of customer service and customer care.
- To serve every customer in accordance with expected service standards.
- On occasions, act as a receptionist, creating a first impression, meeting & greeting custom.
- To use the relevant customer booking systems to efficiently check in new customers and welcome all customers appropriately.
- To educate & induct customers competently to participate in the TAGactive® Arena.
- To instruct & educate custom in the safe practice before using participating in the TAGactive® Arena.
- To work as part of the lifeguard team for the pools & to supervise the pools as part of the lifeguard rotation system.
- To attend regular staff training to ensure that the RLSS National Pool Lifeguard qualification is up to date & personal competency is maintained.
- To supervise both programmed and un-programmed activities of the venue, ensuring that the service provided to supporters is of a high quality.
- To intervene to prevent behaviour which is unsafe and identify emergencies quickly, taking appropriate action and administering first aid as necessary.
- To carry out cleaning duties as required in accordance with the cleaning schedule, ensuring that high standards of presentation and safety are maintained at all times.
- Ensure the facilities are clean, safe and fit for purpose at all times and immediately report any deficiencies to management.
- To set up and take down equipment for sporting and non-sporting activities in a safe manner ensuring equipment is safe for use of supporters.
- Observe and report any instances that affect or could lead to the deterioration of the services provided.
- Completing incident and accident reports, together with all other routine records requiring completion, paying particular attention to signing in and out of the facility, staff breaks, and training logs.
- To communicate effectively with customers, visitors and colleagues at all times.
- To ensure all duties are carried out in a safe manner in accordance with the Health and Safety Management System to include corporate standards, local procedures, risk assessments and the facility NOP / EAP.
- To attend meetings, undertake staff training and to ensure that all qualifications are kept up to date and personal competency is maintained to achieve the targets identified and agreed through the Personal Development Review programme.
- To provide cover at other facilities as and when required, including evenings, weekends and bank holidays.
- To maintain a personal level of fitness and qualification(s) that is commensurate with the requirements of the post.
- To undertake any further duties which may from time to time be required of the post holder and are commensurate with the responsibilities of the role.

# Magna Vitae

## PERSON SPECIFICATION

Candidates are required to explain how they meet each of the following criteria. This should be done using the blank section of the application form.

As well as using relevant experience gained from present or previous employment, you can also draw on any skills from community or voluntary work, leisure interests and the home.

For each requirement please also state how you have gained the skills and experience necessary to do the job.

**Remember - Assumptions will not be made about the skills and experience you have. If you do not tell us, we do not know. The company may use appropriate testing as part of the selection process.**

JOB REQUIREMENTS & KEY CRITERIA		Essential/ Desirable
<b>Experience/ Knowledge/ Skills</b>	The ability to communicate verbally to a high degree of accuracy; and the ability to deal with both difficult and sensitive situations from time to time.	E
	The ability to work on own initiative as well as being part of a team ensuring that membership sales target are met.	E
	Ability to maintain high levels of concentration whilst on duty.	E
	The ability to react to potentially hazardous situations and prevent an accident or serious incident.	E
	An understanding of the standards of presentation expected by supporters throughout the facility.	E
	The ability to meet tight timescales when setting equipment up for supporters.	E
	One years' experience of working in a sports centre environment.	E
	The administration of first aid to injured parties.	D
	Have a good knowledge and understanding of the local community and the leisure industry.	E
<b>Qualifications/ Training</b>	National Pool Lifeguard Qualification	<b>E (training available)</b>
	National Pool Plant Operators Certificate	D
	First Aid at Work qualification.	D
	Relevant industry qualifications and evidence of continued personal/professional development (CPD)	D
	Swim England or STA Level 2	D
	A relevant professional governing body Level 3 qualification or equivalent in: Exercise Referral, Health & Fitness, Personal Training.	D
	Secondary school education, A to C passes in Mathematics and English.	D
<b>Personal Qualities</b>	Requirement to move and set up a wide variety of sports equipment whilst following manual handling guidelines.	E
	Regular contact and interaction with a wide range of supporters will be a core part of the role. The post holder will be expected to supervise users of the facilities and deal with a variety of situations. Participation in team meetings will be required.	E
	Required on occasions to work under lone working conditions.	E

Required to work under exposure to inclement weather.	<b>E</b>
The ability to deal directly with members of the public who have a grievance or who refuse to follow directions can be stressful and upsetting.	<b>E</b>

FURTHER INFORMATION ABOUT MAGNA VITAE	
<b>Our Purpose</b>	<p>As a Charitable Trust our mission is to provide an extraordinary range of cultural, leisure and health-related facilities and services that allow local people to lead a great life.</p> <p>We will develop and sustain a thriving and successful culture and leisure business that encourages innovation and expansion to maximize the opportunities for the community we serve. We are regulated by both the Charities Commission and Companies House; with any profits we make being re-invested to continually develop and improve services for the people of East Lindsey.</p> <p>Magna Vitae is a Partner to East Lindsey District Council which provides significant financial support for the work we do.</p>
<b>Our Vision</b>	Our VISION is to improve the wellbeing of our community, enabling people to live great lives.
<b>Our Mission</b>	Our MISSION is to clearly demonstrate proactive and innovative leadership that will generate positive change in the areas of social and economic inequality. We are committed to empower local people by reaching out with humanity and compassion.
<b>Our Values</b>	<ul style="list-style-type: none"> <li>• <b>We are in this together</b></li> <li>• <b>We embrace change</b></li> <li>• <b>We are always learning</b></li> <li>• <b>We celebrate differences</b></li> </ul>
<b>Benefits of working for Magna Vitae</b>	<p>As a growing company we are looking to recruit talented people to join our established teams. We will provide you with the opportunity to develop your skills to ensure that you have the best industry leading knowledge so that, as opportunities arise, you can further your career within Magna Vitae or the culture and leisure industry as a whole.</p> <p>You will also benefit from some of the best terms and conditions in the leisure field including a competitive salary; a generous employer pension scheme; and free use of the company's fitness suites and swimming pools. We look forward to receiving your application.</p>