

Role Profile

Job family	Community Engagement	Role profile number	CEO4-0379	Grade D
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Job purpose: Assist customers / visitors to utilise a facility or service, providing basic advice and information.

Grade D posts are higher in 'Creativity & Innovation' with the requirement to resolve minor problems but still within clearly defined guidelines and procedures. Posts at this level are also higher in 'Decisions' with the requirement to resolve problems within a range of established solutions. Posts at this level require the ability to undertake a range of tasks involving the application of readily understood procedures, with knowledge and experience gained either through formal qualifications or training in the workplace.

Factor	Relevant Job Information
Supervision and/or Management of People	No management of staff. No supervisory responsibility other than providing guidance and support to colleagues and volunteers.
Indicative qualifications	GCSE A - C or equivalent experience/skills Licence / certificate / qualification required for the role.
Knowledge and Skills	Experience which demonstrates ability to undertake the role. An understanding of relevant procedures and working practices Able to communicate clearly Ability to use work specific equipment and materials competently and awareness of the relevant safety requirements for these Awareness of Microsoft Office applications and the internet. Good customer service skills Demonstrates interest in the products / services being delivered
Creativity and Innovation	Work on own initiative to manage own activities, Creativity may be required when dealing with minor problem solving, working within specific guidelines and procedures. Make the facility available for use. Check equipment and make any necessary adjustments. Set out items as required.
Contacts and Relationships	Provide readily available information, giving practical assistance, answering simple queries. Be first point of contact on a range of queries signposting less straightforward requests/queries. Regular contact with colleagues, volunteers, customers, visitors and members of the public.
Decisions – Discretion & Consequences	Work is carried out following current procedures and clearly defined rules. Decisions are made based on a range of established practices with agreement from senior colleagues. Undertake inspection and /or maintenance of site / facility /tools / equipment as required Monitor activities; address any problems within remit of role, escalating issues as appropriate Take action where necessary to ensure the security of items and / or the facility.
Resources	May require accurate handling and security of tools, equipment and cash. May be a key holder.
Work Demands	Work where tasks are interchanged but the programme of tasks is not usually interrupted.
Work Environment	Work may involve some physical effort. Work potentially involving some risks due to nature of activities being provided and / or environment or public / customers.
Our Identity	Our Identity sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire. All of us are expected to demonstrate the ten elements of Our Identity in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working
Health & Safety	All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager
Equalities	Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work

	are taken seriously and employees are encouraged to report incidents via their manager or anonymously via the whistleblowing policy .
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary.

ROLE DESCRIPTION

Role description:	Recreation Assistant (Wet)	
Role profile family:	Community Engagement	
Role profile number and grade:	CE04-0379	Grade D
Number of posts:	Approximately 170 across all 10 Leisure Centres	
Service/Team:	Leisure Operations	
Reports to:	Line Manager: Duty Manager Responsible to: Centre Manager	

Job Family overview

Community Engagement job family overview:

Provision of assistance, instruction and information to groups and individuals using Council services and facilities

- Facilities reception
- Provides information to the public
- Advice and support to use services, resources and community facilities
- Regular interface with public with a 'customer' emphasis
- Promotion and encouragement to use facilities/services

Service / function context

The overall responsibilities of the service/function are:

- To contribute to health improvement and reduction in health inequalities
- To increase participation in community sport and physical activity and reduce inactivity
- To develop a strong sporting infrastructure to improve the health, well-being and skills of people and communities
- To identify opportunities that will inspire people to take part in sport, active recreation and health related activities

Job Purpose

The role of the Recreation Assistant (Wet) is to proactively safeguard the activities taking part in the centres and to assist in those tasks required to ensure the smooth and effective operation of the centre (lifeguarding, setting up and taking down of equipment, cleaning, maintenance, building checks etc).

Specific duties and responsibilities include:

- To oversee those people using the Centre's swimming pools through: proactive and effective lifeguarding as per the National Pool Lifeguard Qualification (NPLQ); compliance with the Centre's NOP and; enforcement of the rules and regulations to deliver a safe and enjoyable bathing experience
- To deliver immediate First Aid to a casualty in line with NPLQ training reporting all incidents to the Duty Manager and to assist the key holder as required in managing incidents within the Centre, as per the Centre's EAP.
- To assist the key holder in emergency situations such as fire evacuations, ensuring the safety of staff, customers and themselves in line with the Centre's EAP
- The preparation of areas to effect timely change-overs of activities, ensuring that services continue to be delivered on time and in line with customer requirements (e.g. move, erect, dismantle and store equipment in accordance with the Centre's NOP)
- Carrying out all scheduled cleaning tasks in a safe, timely and effective manner. Proactively undertake all tasks which may be required to ensure that high standards of hygiene and cleanliness are maintained throughout the Centre at all times.
- Carrying out all building/equipment checks and maintenance tasks in line with the Centre's NOP and schedules, reporting any anomalies to the Centre's key holder staff as soon as practicable. This may include: pool water tests; emergency lights/fire alarm checks; stocking vending machines; receiving stock; sports equipment and building checks etc
- As a front line member of staff, actively promote the Centre's services and activities to customers, at all times maintaining a professional standard of work and appearance.
- Assist in the ongoing development of the Centre's NOP and EAP, associated with the duties and responsibilities of Recreation Assistants (Wet).
- As and when required, provide support to key holder team in other areas of Centre operations i.e. reception, catering, children's activities etc.
- Be constantly vigilant with regards to any potential Health & Safety Issues and liaise with the key holder/management team to ensure they are addressed.
- Continually maintain and update all skills and knowledge through regular attendance of staff training, in line with the laid down requirements for Recreation Assistants (Wet).
- All Recreation Assistants must attend staff training programmes as required which may fall outside of the working shift pattern. This includes NPLQ as well as additional training sessions, in-line with the job role.
- Patterns of work will be agreed with your line manager to meet the service requirements and the needs of the area. To meet the operational needs of the service there may be a requirement for you to work on a Public or Bank holiday for which you will be receive payment at the appropriate rate. Your line manager will advise you of these requirements.

Specific requirements for this post:

- Requirement to wear a uniform

Person Specification

Specific qualifications, knowledge, and skills required for this role:

Essential

- Valid National Pool Lifeguard Qualification (NPLQ) (if not held must be attained within 3 months of starting the position)
- Comprehensive knowledge of Lifeguarding principles and procedures
- Knowledge and understanding of the NOP and EAP for each Centre where worked
- Knowledge and understanding of their responsibilities for the safeguarding of children/vulnerable adults
- An understanding of Health and Safety principals and procedures in line with the Centre's NOP
- Able to attend regular staff training sessions as scheduled for Recreation Assistants (Wet)
- An understanding of their responsibilities for the health and safety of themselves and others
- General knowledge of Leisure Centre Operations and activities
- Excellent communication, people and customer care skills
- Highly motivated to deliver a customer focused service
- Must be enthusiastic and able to promote a positive and professional image of the Council and the Centre
- Ability to work under pressure and remain calm
- Confident, self-assured and resolute in implementing policies and procedures as per the NOP and EAP
- Work with minimum supervision
- Must be, and remain, physical fit in order to meet the standards required of the NPLQ

Desirable

- Previous experience in undertaking the lifeguarding role during public sessions
- Knowledge of sports coaching principles and procedures
- Previous experience of First Aid

Career graded posts

This post does not form part of a career grade.

Supporting information

Driving classification

Occasional driver

A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.

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Regular Driver

Must hold a valid UK driving licence (with no more than 6 penalty points) and have access to either their own car or a pool car in order to undertake the duties of the role unless other forms of transport are available and viable to perform the role, including public transport. Or a reasonable adjustment has been agreed.

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Required Driver

Must hold a valid UK driving licence (with no more than 3 penalty points) and will drive a vehicle supplied by the Council in order to undertake the duties of the role.

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Employees should refer to the Corporate Driving at Work policy for further information.

Driving trigger points

The trigger points set out below, regarding driving licence points and at-fault accidents, apply to all staff who drive on council business.

Trigger Points	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action
Points on driving licence	6	9

Trigger Points	Discussion and advice on expected driving standards	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action
At fault accidents within a two-year period (whether work or personal)	1	2	3

Job applicants who drive must have 9 or less points on their driving licence, and must have less than 4 at fault accidents within a two-year period. If they meet the trigger points, they will be subject to the actions outlined in the table above.

If holding a valid licence, occasional drivers will need to declare penalty points and no-fault accidents as requested. Depending on the role, decisions as to whether this might either affect appointment or require corrective driver training, will be made case by case.

Political restriction

This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, or a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party.	<input type="checkbox"/>
This role is not politically restricted	<input checked="" type="checkbox"/>

Professional fees and related occupational costs	
As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council	<input type="checkbox"/>
This role does not have any professional or occupational membership requirements	<input checked="" type="checkbox"/>

Clearances – Disclosure & Barring Service (DBS)	
This role will be engaged in 'regulated activity' providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.	<input checked="" type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.	<input checked="" type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a Standard DBS check	<input type="checkbox"/>
The role requires a Basic DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.	<input type="checkbox"/>
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	<input type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)	
This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check	<input type="checkbox"/>
This role is not subject to a BPSS check	<input checked="" type="checkbox"/>

Clearances – Non-Police Personnel Vetting (NPPV)	
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 2* . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret').	<input type="checkbox"/>
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 3* (*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to "secret" level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).	<input type="checkbox"/>
This role is not subject to a NPPV check	<input checked="" type="checkbox"/>

Safeguarding	
For all roles within Children's Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input type="checkbox"/>
For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.	<input type="checkbox"/>
For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input checked="" type="checkbox"/>