

Job Title:	Recreation Assistant	Department:	Operations
Position type: (eg full-time, part-time, casual)	Casual	Reports to:	Operations Manager & Duty Manager
		Direct reports:	Not applicable

Key Competency areas

All job roles at the Club have four key competency areas which define the way we behave and contribute to the success of the business:

Customer Service

Make customers feel valued by listening and responding in the appropriate timeframe. We may not know all the answers to the questions, but we will go the extra mile to find them out. We understand that our customers and our colleagues all have something in common with ourselves, we all are all human and share feelings so it is important to treat each other as you would expect to be treated.

Leadership

We all aim to be leaders and to inspire others. We lead by example and understand that our effectiveness as Leaders is governed by the actions that we take and how these actions are viewed by internal and external customers. All staff strive to set a positive example in their daily lives.

Communication

We understand that positive communication and using honest appreciation of other achievements in a variety of formats is essential to successful leadership. Being a good listener and being able to talk in terms of the other person's interest is key to understanding customer needs and outlining expectations.

Commercial Understanding

We understand that all decisions impact the business, and we continually assess how they affect customer service, our ability to lead by example and the effectiveness of how we communicate our expectations. We understand the importance of each action and ensure that no opportunity is wasted.

Job Description

To assist the Duty Manager ensuring the Club is safe, clean, and presentable at all times whilst delivering high quality customer service and care.

- Pool life guarding.
- Cleaning.
- Setting up and taking down equipment as required.
- Assist with work experience placements, participating in the selection process and managing the placement
- Liaise politely and professionally with members and school pupils' queries as required.
- Other operational tasks which will assist the Duty Manager in the effective running of the Club.

Safeguard and promote the welfare of children and young people by ensuring adherence to relevant Club procedures.

- Observe Health and Safety and Fire regulations.
- Comply with Company policies.
- Attend staff meetings and training as required.

Person Specification:

A good general education up to at least GCSE standard.

Essential qualifications required:

National Pool Lifeguard Qualification

Date last updated:

September 2025

Updated reviewed by: HR/LM/Individual

HR