

Recreation Assistant

Newport Centre

2 x fixed term posts until March 31st 2023 (full time and part time hours available)

Newport International Sports Village

60+ hours available (contract length to be discussed upon interview)

Grade 2 SCP 11-14 £9.90 per hour (Real Living Wage)

(Employee benefits include access to employee health and fitness membership (fitness, swimming & tennis), competitive annual leave entitlement, local government pension scheme and discounted food and beverages in Newport Live facilities for all our employees)

Newport Live is an award winning not for profit sport, leisure and cultural trust; and registered UK Charity with an excellent track record of delivering innovative programmes and services to our communities and residents that 'inspire people to be happier and healthier'.

We are looking to recruit an individual that has the drive and passion for working in a sporting and leisure environment and can demonstrate on a daily basis our core values of; CARE, PASSION, TEAMWORK, INSPIRATION, INNOVATION & INCLUSIVITY. We are looking for an individual with an RLSS Pool Lifeguard Qualification or somebody who is willing to work with us to obtain this qualification / convert a similar qualification from another awarding body.

The successful applicants will be based across the Newport Live sites and will assist in ensuring all visitors of Newport Live venues experience a welcoming and safe environment that is fit for purpose, resulting in maximum enjoyment and repeat usage of venues.

The post is exempt from the Rehabilitation of Offenders Act (1974) and is subject to a successful Disclosing and Barring Service (DBS) check.

Application Process

You can download an application form and job description via the Newport Live website www.newportlive.co.uk alternatively they are available via e-mail request from jobs@newportlive.co.uk.

Please return the completed application forms to jobs@newportlive.co.uk

Closing Date: Sunday 25th September 2022

Newport Live reserve the right to close this advert early should a sufficient number of applications be received.

JOB DESCRIPTION

POST:	Recreation Assistant
JOB PURPOSE:	To assist in ensuring all visitors of Newport Live venues experience a welcoming and safe environment that is fit for purpose, resulting in maximum enjoyment and repeat usage of venues.
RESPONSIBLE TO:	Venue management teams
SALARY:	Grade 2 SCP 11-14 £9.90 per hour (Real Living Wage)
KEY RELATIONSHIPS:	Members of the public, Newport Live colleagues
BASE LOCATION:	Newport Live venues, including Newport International Sports Village, Newport Centre, Active Living Centre and the Riverfront Theatre.
MANAGEMENT RESPONSIBILITY:	None
WORKING HOURS/ PATTERN:	This post will require the post holder to work flexibly including early mornings, evenings and weekends on a regular basis.
TRAINING:	The post holder will be required to attend staff training programmes relevant to the post.

I will be successful in my role when:

- All of my key operational responsibilities are consistently delivered to a high standard.
- I achieve all key performance indicators specific to my role.
- I role model the behavioural values of Newport Live through my performance.
- I work collaboratively across departments and service areas to deliver exceptional customer service to Newport Live's customers.
- Through my performance and passion, I inspire people to be happier and healthier

HOW MY PERFORMANCE IS MEASURED



DISCLOSURE AND BARRING:

This post may result in you having contact with children, the elderly, sick or disabled. Newport Live, therefore, requires that by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, the Children's Act 1989 and/or the Police Act 1997, you reveal any criminal convictions, bind over orders or cautions, including those this would normally be regarded

as spent. You must complete the relevant section on the application form, applications will be returned if this section is incomplete. If successful in your application, you will subject to a Disclosure and barring check.

OPERATIONAL RESPONSIBILITIES:

- 1** Carry out the duties of Lifeguard on a swimming pool in accordance with the instructions contained in the Normal Operating Procedures and Emergency Action Plans.
- 2** Supervise the conduct of the public in all areas of the venue to safeguard the enjoyment of all venue users.
- 3** Set up and de-rig sports, theatre and other equipment and to check that it is fit for purpose before use by customers.
- 4** Assist management in ensuring a high standard of venue presentation is provided for all users at all times by cleaning the venue and assisting in maintenance as required.
- 5** Report any defects in venues and equipment to the venue management team member immediately.
- 6** Regularly monitor the venues both internally and externally particularly unsupervised areas of the venue to avert vandalism and prevent misuse or damage to venues and equipment.
- 7** Assist in the delivery, storage, movement and removal of all materials/equipment used by the venue.
- 8** Participate in all necessary external and internal training as required by the venue management team.
- 9** Assist in the promotion of the venue and products by maintaining a high standard of dress and appearance at all times and by responding positively to all customer enquiries to encourage sales and repeat custom.
- 10** Assist in the setting up and de-rigging of large functions, concerts and events as required by the management team.
- 11** To administer first aid in line with level of qualifications achieved and assist the venue management team in dealing with emergency situations.
- 12** Ensure a high standard of accuracy and clarity when completing paperwork.
- 13** Undertake any other duties, commensurate with the grade of the post, as directed by the management team.

The person undertaking this role is expected to work within the policies, ethos and aims of Newport Live and to carry out such other duties as may reasonably be assigned by the Chief Executive of Newport Live.

The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment.

The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed.

The post holder will work to deliver agreed performance objectives; these will be reviewed on a regular and formal basis through Newport Live performance management processes.

Area	Essential	Desirable
Qualifications	<p>1.1 Possess 5 GCSE passes (Grades A-G) or equivalent level qualification. (A)</p> <p>1.2 Willingness to participate in training to acquire RLSS National Pool Lifeguard Certificate at point of offer. (A)</p> <p>1.3 Willingness to participate in training to acquire a First Aid Certificate. (A)</p>	<p>1.4 RLSS National Pool Lifeguard Certificate at point of offer. (A)</p> <p>1.5 Current First Aid at Work Certificate (A)</p> <p>1.6 National Vocational Qualification (level 2) (A)</p> <p>1.7 Basic Food Hygiene Certificate (A)</p> <p>1.8 Coaching qualifications ie Swimming, Fitness (A)</p>
Knowledge, Skills & Competencies	<p>2.1 Pass the Newport Live / RLSS swim competency test and maintain the standard during employment. (T)</p> <p>2.2 Demonstrate good communication skills - both written and verbal. (A,I)</p> <p>2.3 Demonstrate the ability to communicate with and control large numbers of people. (I)</p> <p>2.4 Be confident and assertive when occasion demands, yet fully committed to the principles of excellent customer care. (I)</p>	<p>2.5 Have an understand of information technology and experience of using various hardware and software (A)</p> <p>2.6 Understand the principles of customer service excellence (A)</p>
Experience	<p>3.1 Experience of working in a customer facing environment (A, I)</p> <p>3.2 Experience of achieving positive results and making a difference to customer experience. (A,I)</p>	<p>3.3 Experience of working within a leisure or cultural environment (A, I)</p>
Personal Attributes	<p>4.1 Be able to show commitment to personal continuous performance improvement. (I)</p>	

	<p>4.2 Able to demonstrate a passion for sport (I)</p> <p>4.3 Be able to work well both as an individual and as part of a team. (A,I)</p> <p>4.4 Possess an assertive and confident attitude. (I)</p> <p>4.5 Demonstrate a passion for excellent customer service. (I)</p> <p>4.6 Possess a can-do attitude. (A, I)</p>	
Other	<p>5.1 Be physically able to undertake all aspects of recreation assistant work - to include lifting and carrying. (T)</p> <p>5.2 Be able to work varying shift patterns to include early mornings, evenings and weekends. (A, I)</p>	

Method of assessment (* M.O.A.)

A: Application form (including shortlisting)

C: Certificate

E: Exercise

I: Interview

P: Presentation

T: Test

AC: Assessment Centre