

AYRSHIRE360

Job Outline

Post: Lifestyle Assistant (Aquatics)

Theme: Commercial

Section: Lifestyles

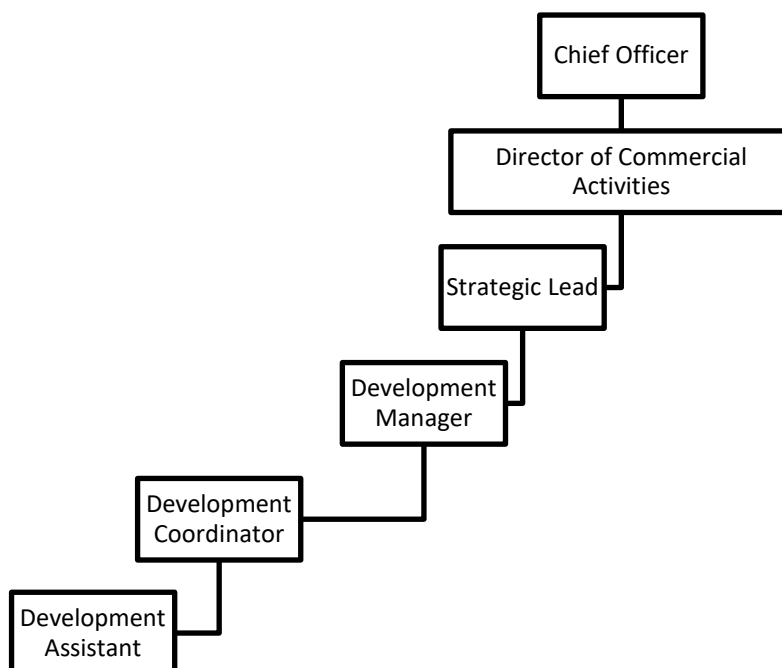
Grade: GC

Job Summary:

Contributing to and delivering excellent customer service across Ayrshire Leisure, the Lifestyle Assistant (Aquatics) will ensure the delivery of the highest quality services, supporting change, challenging the status quo and contributing to the design and delivery of innovative, modern and sustainable services. Working within a performance management and continuous improvement framework the postholder will strive to exceed the expectations of the Ayrshire360 Strategy and Delivery Plan and in doing so promote and recognise the importance of people in delivering our vision and values;

- ***B**eing honest and demonstrating integrity at all times*
- ***E**ngaging and inclusive with our people, partners and stakeholders*
- ***S**triving for continuous improvement by being ambitious and aspirational in all that we do*
- ***T**aking responsibility and being accountable for our organisation and our service delivery*

A. SECTION STRUCTURE CHART



B. KEY AREAS OF PERFORMANCE

1. Actively promote, and communicate, the vision, mission and values of Ayrshire360 Trust, encouraging positive engagement.
2. Demonstrate high quality customer and visitor engagement and provide customers with clear and accurate information on venues and services in order to best serve the needs of our communities.
3. Act as an ambassador for Ayrshire360, working collaboratively across all key partners and stakeholders developing and maintaining close working relationships and at all times demonstrating integrity and respect.
4. Ensuring the implementation of relevant Ayrshire360 policies.
5. Assist with the day-to-day operational set up, delivery and completion of programmes, activities, events, workshops and services to ensure that all areas are compliant with relevant protocols.
6. Working collaboratively with all service areas, and with all partners, stakeholders and communities to engender a more cohesive and corporate approach to cross boundary working.
7. Follow all maintenance protocols ensuring all equipment is fit for purpose to support programmes, activities, events, workshops and services
8. Undertake, as appropriate property and safety checks and assist with security procedures to ensure the security, safety and cleanliness of buildings for visitors and staff.
9. Facilitate the organisation, preparation and delivery of a wide range of planned programmes, activities, events, workshops & services across Ayrshire360 such as Lifeguarding, teaching group and 1-1 swimming lessons for baby, pre-school, children and adults, teaching school swimming lessons, rookie lifeguard, birthday parties, sports and kids activities in order to meet the priorities outlined in the delivery plan.
10. Support a culture of collaborative leadership across all activities promoting a positive outward facing culture of high performing, customer focused service delivery.
11. Work within a best value context, assist in the development and implementation of areas for improvement across all planned programmes, activities, events, workshop and services ensuring that the vision, mission and delivery planning expectations are exceeded.
12. Undertake a wide range of administrative duties in support of planned programmes, activities, events, workshop and services.

13. At all times exemplify the culture and values of the organisation, demonstrating interpersonal values of trust, honesty, openness and sharing that vision with staff and customers.
14. Deliver the implementation of a positive ethos through the effective interaction with customers and team members.
15. Responsible for the safety of colleagues and members of the public within an aquatics environment, by remaining alert, using your initiative and lifeguard knowledge to anticipate and intervene early to prevent any dangerous situations occurring. If required, respond and carry out rescues and/or provide first aid including CPR.
16. Attend Mandatory Lifeguard Competency based training on a monthly basis to keep abreast of skills in swimming pool supervision and intervention, water-based rescues including spinal injuries, lifesaving techniques including Cardiopulmonary Resuscitation, AED and First Aid. The employee is responsible for maintaining these skills to successfully pass an exam every 24 months.
17. Support the implementation of a high quality performance culture ensuring a focus upon community development specific performance indicators
18. Drive forward Ayrshire360's commitment to environmental best practice and use resources as efficiently and effectively as possible in the operation of our business.
19. Explore new opportunities to promote sustainability.

C. ACCOUNTABILITIES

20. Promote the health and safety of employees at work and of service users undertaking and implementing appropriate risk assessments, first Aid and ensuring compliance with the Trust's policy on health, safety and welfare at work and Service Health and Safety arrangements in accordance with all relevant statutory requirements.
21. Ensure all activities for which the post holder is responsible are delivered in accordance with Ayrshire360's Equality and Diversity Policies and the statutory, general and specific Equality Duties.
22. Ensure that the Ayrshire360's Customer Service and Customer Charter is followed in all dealings with the people we serve.
23. Adhere to the Trust's policies and procedures for good records management across the Services, ensuring that the correct information is created, maintained, stored and retrieved in accordance with business need and statutory and legislative requirements.
24. Implement and participate in the Ayrshire360 Review and Development process annually with all team members in accordance with the Ayrshire360's procedures.

25. Ensure all materials and equipment provided to assist in carrying out the duties of the post are properly secured in accordance with the Trust's policies and procedures
26. Exercise initiative and discretion within the overall strategic framework of East Ayrshire to support the implementation of delivery planning priorities.
27. Represent Ayrshire360 at appropriate external events and meetings in accordance with the remit and status of the post.
28. Contribute to the effective implementation of administrative, management information and financial systems including the processing of card, direct debit mandates and telephone transactions in line with Ayrshire360 Financial Regulations.
29. Ensure that management information and administrative systems across Operational services meet the statutory requirements for performance standards set out by national governing bodies and the Data Protection Act.

This outline is indicative of the nature and level of responsibilities associated with this post. It is not exhaustive and the post holder may be required to undertake other duties and responsibilities commensurate with the grade.

Designation: Lifestyle Assistant (Aquatics)	Post No:
Service: Commercial	Section: Lifestyles

Attributes:	Essential Criteria	Desirable
Qualifications	- SVQ level 2 in an appropriate subject, RLSS National Pool Lifeguard Qualification or equivalent demonstrable experience - Scottish Swimming Teachers Qualification (SSTQ) or equivalent or willingness to undertake within an agreed timeframe	RLSS Rookie Lifeguard
Knowledge & Skills	- Ability to complete tasks within a context of competing demands. - Ability to build good working relationships at all levels. - Effective interpersonal and communication skills to motivate individuals. - Ability to recognise and demonstrate good customer service skills - Ability to complete paperwork. - Good ICT skills and knowledge.	- Working knowledge of the services provided by Ayrshire360. - Knowledge of Health and Safety legislation in relation to the work undertaken. - Ability to demonstrate continuous personal development - Completing routine water testing for swimming pool water quality
Experience	- Experienced in reconciling revenues and electric point of sales. - Experience in the use of Microsoft Office packages. - Experience of dealing with the public in a customer focused environment.	- Worked within a customer or similar related environment. - Worked with groups of adults and children delivering aquatics and sporting activities - Operated security alarm systems. - Acted as a key holder.

VALUES:	VALUE STATEMENTS
Honesty & Integrity	Being honest and demonstrating integrity at all times
Engaging & Inclusive	Engaging and inclusive with our people, partners and stakeholders
Ambitious & Aspirational	Striving for continuous improvement by being ambitious and inspirational in all that we do
Responsible and Accountable	Taking responsibility and being accountable for our organisation and our service delivery