

Job Description

Post Title: Leisure Assistant/Lifeguard and Duty Manager Apprenticeships
Grade and Salary: NLW pa increasing to HSV3 on successful completion of Level 2 apprenticeship, then to HSV4 on completion of Level 3 apprenticeship, plus Performance Related Pay
School/Department: Hertfordshire Sports Village/Operations
Responsible to: Duty Manager
Responsible for: None

MAIN PURPOSE OF APPRENTICESHIP

To develop a broad and comprehensive understanding of the Leisure Team Member role, through work-based learning supporting a wide range of operational activities including pool operations, indoor and outdoor operations, reception and health and fitness.

The role will commence at National Living Wage and will progress through the 4-year duration of the course to HSV4. Progression is subject to successful completion of the apprenticeship requirements as well as through demonstrating skills and experience within the workplace. Progression will be assessed and reviewed annually.

In years 1 and 2 the postholder will study the Leisure Team Member Level 2 apprenticeship, as well as completing relevant courses associated with the job role including lifeguard, fitness instructor L2 and level 1 & 2 swim teacher. This will be followed in years 3 and 4 by the [Leisure Duty Manager Level 3](#) apprenticeship as well as an option to complete a fitness instructor L3. On successful completion of both apprenticeships the postholder will be a Trainee Duty Manager where the post holder will continue to support the duty management team.

MAIN PURPOSE OF THE JOB

To work across the operation, assisting the Duty Management team with the efficient and effective day to day running of Hertfordshire Sports Village, to ensure the facilities are clean, safe and welcoming to customers and both facilities and services comply with relevant health and safety legislation.

To demonstrate a Service Excellence mindset by providing a consistent, efficient, high quality and customer-oriented service to all customers of the Sports Village through implementation of agreed operating procedures and standards, ensuring that the customer is at the heart of every decision.

RESPONSIBILITIES AND DUTIES

Leisure Assistant/Lifeguard – HSV2 (Leisure Team Member L2 Apprenticeship)

Key Result Areas and Tasks	Key Performance Indicators & Measures
Service Delivery and Development	
Build rapport via face-to-face communication, in a professional and positive manner with all our customers and colleagues, always upholding our values and provide correct and up to date information.	Considerable knowledge of all areas of the Sports Village and College Lane sports activities as well as other areas of the

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Prioritise the customer by keeping up to date with changes and developments across the centre to enhance knowledge to always offer and provide correct information to customers. Assist with the preparation and delivery of all bookings and events poolside, dry side and outdoors and ensure all aspects of student sport are delivered at the highest level possible to ensure service excellence. Support the health and fitness team with service delivery to gym members, interacting and engaging with members with the aim of aiding retention of members. Assist reception with face to face, electronic and phone interactions with customers, providing correct and up to date information following reception procedures to ensure accuracy. Responsible for clearly and quickly reporting any maintenance and cleaning issues to the appropriate Duty Manager and attend to the cleanliness of the building in particular 'spot cleaning' of the facilities.	campus. Contribute positively to the development of the business through attendance at team meetings. Identify areas of training for self or others, which will mutually benefit the business and individual. Complete relevant health, safety and cleanliness checks, complete paperwork and act upon findings in accordance with normal operating procedures. Keep up to date with changes and developments across the centre. Personal development is crucial, opportunities available to develop their individual skills and business knowledge – create personal action plan with line manager
Service Excellence	
To embrace a Service Excellence mind set, demonstrating our values, standards and behaviours towards both colleagues and customers. To prioritise delivering an exceptional experience to every customer, every time. To adopt a positive mind set and commit to continuous improvement through giving, welcoming and responding to colleague and customer feedback.	Net Promoter Score (NPS), mystery shopping results, customer and colleague feedback.
Health and Safety	
Ensure all facilities are clean, safe and welcoming and always comply with relevant health and safety legislation and guidelines. Monitor and guide the activities of users to endeavour to improve experience by preventing injury, misuse and damage to facilities, equipment or other people. Attend training sessions as detailed in emergency and operating procedures. Carry out the supervision of the pool and all associated tasks in a professional manner including water quality tests and change in pool set-up as per emergency and operating procedures.	Sound knowledge of Health and Safety guidelines. Essential qualifications kept up to date (NPLQ and First Aid) through regular training and renewals in order to give trained assistance and direction to customers in difficulty and in accordance with relevant training.

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HSV3 Senior Leisure Assistant (Leisure Duty Manager L3 Apprenticeship)

Key Result Areas and Tasks	Key Performance Indicators & Measures
Service Delivery and Development	
Supervise teams across the operation to ensure all shift staff are upholding HSV values and staff are interacting in a positive manner with each and every customer. To prioritise delivering an exceptional experience to every customer, every time. Whilst on shift, proactively resolve any customer concerns promptly and efficiently, actively seeking feedback from guests. Aid service excellence by proactively looking ahead, not only preparing for own shift but for the wider team, highlighting flag situations in advance. Liaise and build rapport with contracted catering, cleaning and maintenance staff, monitoring the work of supporting agencies.	Look to constantly maintain prestigious state of all facilities through careful inspection and appraisal of facilities, with follow up in accordance with procedures. Net Promoter Score (NPS), mystery shopping results, customer and colleague feedback. Communicate guest and operational feedback to the relevant team to enable positive development in delivery. Cover departments as necessary to ensure consistent service is maintained and delivered.
Team and Activity Management	
Assist with the training of new, permanent and casual staff. To provide administrative support to the Duty Manager with all administrative processes. Support Duty manager and Duty Assistant rota with hours to support the busiest periods of the Sports Village.	Inspiring and accurate In house staff training is delivered and relevant records completed. Assist where possible with picking up additional shifts and swapping to assist the team and business and deputise in the absence of the Duty Manager in the event of an Emergency.
Financial	
When deputising as Duty Manager, carry out an end of shift cash up. Ensure all monies are banked in accordance with procedures and investigation is completed when irregularities occur. Proactively identify opportunities for additional income opportunities or efficiency savings.	Show evidence of investigating any cash up variances in order to identify any missing monies when deputising as Duty Manager.
Health and Safety	
When acting as Duty Manager, the post holder is responsible for the opening, closing and security of the building.	Demonstrable knowledgeable of Health and Safety guidelines.

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Responsible for the safety of all customers, staff and contractors by dealing with any emergency situations through the agreed procedures.	Achievement of high scores in external health & safety audits.
Inform the relevant staff of any concerns relating to the health & safety of the areas under their management in a timely manner.	Any health & safety concerns will be formally documented through agreed channels.
	Evidence of all shift documents and checks have been completed in accordance with written procedures.

HSV4 Duty Manager (on successful completion of both Apprenticeships)

Key Result Areas and Tasks	Key Performance Indicators & Measures
Service Delivery and Development	
Manage teams across the operation to ensure all shift staff are upholding HSV values and staff are interacting in a positive manner with each and every customer.	Demonstrable knowledge of HSV operation, facility and wider university business.
Keep up to date with changes and developments across the centre to enhance team and post holder knowledge and to always enable the provision of correct information to customers.	Net Promoter Score (NPS), mystery shopping results, customer and colleague feedback.
Support with the review, implementation and staff training of the Normal Operating Procedures and Emergency Action Plans.	Consistent proactive approach to forward shift preparation.
	Confident in the delivery of every aspect of our operation.
Team Activity and Management	
Assist the Duty Managers in the recruitment of permanent and casual staff, appointing staff in line with our values and ensuring they uphold a service excellence mind set.	Inspiring and accurate In house staff training is delivered and relevant records completed.
Assist the training team and Duty Manager in identifying and delivering any in house training to new and established (customer care, manual handling, NPLQ, Emergency and operation specific).	Assist where possible with picking up additional shifts and swapping to assist the team and business.
Support Duty manager and Duty Assistant rota with hours constructed to match the busiest periods of the Sports Village.	
Financial	
When Duty Manager, carry out an end of shift cash up.	Show evidence of investigating any cash up variances in order to identify any missing monies when Duty Manager.
Health and Safety	
When Duty Manager, the post holder is responsible for the opening, closing and security of the building.	Demonstrable knowledgeable of Health and Safety guidelines and applied in a

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Responsible for the safety of all customers, staff and contractors by dealing with any emergency situations through the agreed procedures. Inform the relevant staff of any concerns relating to the health & safety of the areas under their management in a timely manner.	confident proactive approach when managing a shift. Achievement of high scores in external health & safety audits. Any health & safety concerns will be formally documented through agreed channels. Detailed and consistent evidence of all shift documents and checks have been completed in accordance with written procedures.
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OTHER RESPONSIBILITIES

To contribute positively to the development of the wider University Sport and Hertfordshire Sports Village business.

Undertake any tasks or additional responsibility that the Duty Managers may deem appropriate to the level of the post.

QUALIFICATIONS GAINED

During the period of the level 2 apprenticeship the postholder will obtain the following qualifications to enhance and support operational knowledge gained:

- IQL Level 2 Award in Pool Lifeguarding.
- One of the following: A Swim England Level 2 in Teaching Swimming or A STA level 2 Certificate in Teaching Swimming.
- Level 2 Certificate in Fitness or Gym Instruction awarded by; Focus Awards, Active IQ, Innovate Awarding, NCFE, VCTC or YMCA Awards
- Level 3 certificate in First Aid (to be taken either as a stand-alone qualification or as a separate part of the IQL Level 2 Award in Pool Lifeguarding).

During the period of the level 3 apprenticeship the postholder will obtain the following qualifications to enhance and support operational knowledge gained:

- First Aid at Work
- Pool Plant Operator

SUPERVISION RECEIVED

The Leisure Assistant/Lifeguard and Duty Manager Apprenticeships will report to the Duty Managers, who will provide regular informal meetings and supervision, annual appraisal and reviews. This post requires the post holder to work under their own initiative when on shift.

SUPERVISION GIVEN

Whilst on shift it is expected that the Leisure Assistant/Lifeguard and Duty Manager Apprenticeships will provide assistance to casual staff as appropriate.

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Whilst acting as duty manager, the post holder will be expected to manage and supervise the team on their shift.

RELATIONSHIPS/CONTACTS

Internal - all customers and potential customers of the Sports Village; HSV colleagues; staff from different areas within the company; staff within the University including academics, management, support services and subsidiary companies; staff from the PFI partner company (Pinnacle); other internal suppliers of services.

External - Clubs, organisations and individuals who use or could use the facilities and services. Customers from the community, businesses and business organisations, local authorities, including education and leisure services, external agencies and suppliers, professional and amateur sports clubs and organisations, local and national media.

TERMS AND CONDITIONS OF EMPLOYMENT

Conditions of Service

Hertfordshire Sports Village and other sports activities within the University of Hertfordshire are managed by Polyfield Property Ltd., which is a wholly owned subsidiary company of the University of Hertfordshire. The terms and conditions of employment are reviewed by the Board of Polyfield Property Ltd.

Hours of Work

This post is a fulltime position (1.0 FTE) consisting of 37.5 hours per week. Actual working hours will vary as per business requirements. This position requires the post holder to be flexible and work as part of a shift rota, which will include early mornings, evenings, weekends and bank holidays. Time off in lieu (at flat rate) is given for hours worked in excess of the standard week.

Annual Leave

The annual leave year runs from 1st October to 30th September. Staff are entitled to 23 working days paid holiday (pro rata for part time contracts) during the course of the holiday year. After two years continuous service, holiday entitlement will increase to 24 days and after four years an additional 2 days are awarded. Time off in Lieu will be awarded (at flat rate) for hours worked on bank holidays.

Starting Salary: NLW Plus Performance Related Pay

An annual pay increase to recognise the cost of living/inflation will be paid subject to approval by the Board of Polyfield Property Ltd. The post is subject to performance review and may qualify for a performance related bonus after completion of a probationary period. Salaries are paid in arrears by credit transfer to a named bank or building society.

Pension

The Company will comply with any automatic enrolment duties it may have in respect of you under part 1 of the Pensions Act 2008. The Company is currently using the National Employment Savings Trust (NEST) pension scheme in respect of these duties.

Membership of the scheme is strictly subject to the rules of the scheme which may be amended from time to time.

If you are enrolled into the NEST pension scheme, the Company shall be entitled to deduct from your salary any amounts payable by you as member contributions.

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The Company reserves the right to vary or discontinue any scheme in place from time to time.

Additional Benefits

Staff are welcome to use the facilities at Hertfordshire Sports Village in accordance with our staff usage policy. Staff may also nominate one person to receive a discounted membership.

A uniform is provided for all appropriate staff.

As a subsidiary company of the University of Hertfordshire staff may utilise all benefits open to UH staff, this includes access to catering outlets and Learning Resource Centre, discounted travel on Uno buses. Staff may also access courses run by the Staff Development Unit, University and Associated Colleges, assuming this does not conflict with requirements of your post.

There is a sick pay/sick leave scheme in operation.

This document outlines the duties required, for the time being, of the post entitled Leisure Assistant/Lifeguard - Apprentice to indicate the level of responsibility. It is not intended to be a comprehensive or inclusive list and the Duty Manager may vary duties, from time to time, which do not change the general character of the job or the level of responsibility entailed.

REHABILITATION OF OFFENDERS ACT DISCLOSURE AND BARRING SERVICE

This post is exempt under the Rehabilitation of Offenders Act 1974 as amended. The University requires that the successful applicant who is offered employment will be subject to a criminal record check from the Disclosure Barring Service before the appointment is confirmed. An Enhanced Disclosure will be required and this will include details of cautions, reprimands or final warnings, as well as convictions. The University of Hertfordshire complies with the 'Code of Practice for Registered Persons and other recipients of Disclosure Information'.

Overseas applicants and UK applicants who have lived abroad

Successful applicants who have lived outside the UK, for 12 months or more (whether continuously or in total), in the last 10 years, will be required to produce a 'Certificate of Good Character/Conduct' from each of those countries.

PERSON SPECIFICATION

Post Title: Leisure Assistant/Lifeguard – Apprentice

QUALIFICATIONS & MEMBERSHIPS

*Essential /
Desirable*

The ability to achieve in the first 3-6 months Lifeguard qualification (internal training provided)	Essential
Educated with a minimum of GCSE'S in Maths and English grade D/3 or above, or equivalent qualification	Essential
A level or equivalent industry specific qualification.	Desirable
Coaching Qualification	Desirable
Current First Aid at Work	Desirable

EXPERIENCE

Personal experience within a sporting/leisure environment or knowledge of HSV customer requirements.	Essential
Operational experience in the leisure industry.	Desirable
Previous experience in a customer facing environment.	Desirable
Knowledge of Health & Safety legislation and good practice	Desirable

KNOWLEDGE AND ABILITY

Achievement Focused – understands how individual and team performance produces results and continually strives to deliver and exceed goals and objectives. Has a visible determination to contribute and achieve and so adopts a proactive approach to work. Is a self-starter and consistently maintains high levels of activity and productivity. Can bring drive, focus, and discipline into their role and inspire and energise others to behave similarly. Is passionate about the products and services.	Essential
Innovative – is able to think up fresh innovative ideas and solutions to improve business performance. Is able to seek out and explore new opportunities to improve ways of working, new products and services, and identify a range of solutions to think about how to achieve better results. Is creative in thinking, but realistic and presents commercially viable successes.	Essential
Communication and Influence – can communicate openly and effectively at all levels in the business, both verbally and written, engaging others to understand what is being communicated. Drives two-way communication across their teams and wider colleagues, thereby enhancing working relationships.	Essential
Relationship Management & Teamwork – can build effective working relationships at all levels with ease. Is approachable and flexible in style and is respected by others. Is a team player, and a visible member of staff across the business.	Essential
Excellent with IT packages including MS Office and use within the leisure industry.	Essential
Ability to work flexible and unsociable hours.	Essential
Demonstrate proficient and confident swimming ability	Essential

BEHAVIOURS AND ATTRIBUTES

Relationship Management & Teamwork – can build effective working relationships at all levels with ease. Is approachable and flexible in style	Essential
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and is respected by others. Is a team player, and a visible member of staff across the business.	
Customer focused – is able to walk into the customers' shoes, identify and be open to what can be improved.	Essential
Attention to Detail – is accurate in approach to work, especially when working at pace or under pressure of work.	Essential
Have a positive “can do” attitude	Essential
Flexible and adaptable to team and workload requirements	Essential
Motivated to learn new skills	Essential

Our Values

Always demonstrates our WELCOMES values:

Welcoming

Extra Mile

Leadership

Consistency

Open & Honest

Memorable

Enthusiastic About Continuous Improvement

Sport First