



November 2021

1. JOB IDENTITY

Post Title	Modern Apprentice Sports Leisure Assistant	Service:	Education & Children's Services
Section:	Culture Sport and Community Learning and Development (CSC)	Grade:	Technical Operative A
Reports to:	Duty Officer		

2. JOB PURPOSE

- Assist, as a member of the team, with the provision of operational support with a focus on service delivery, health & safety procedures and the improvement of all service areas

This post is encompassed in the Modern Apprentice Programme, jobholders will be expected to complete a SVQ Level 2 qualification and NPLQ (lifeguarding) during their employment.

There is a responsibility for the post holder to demonstrate a commitment to quality service delivery through continuous improvement for the benefit of the Service and the organisation

3. CORE RESPONSIBILITIES / DUTIES

- Assist management in the delivery of safe operation of leisure facilities (including swimming pools, equipment and participants) complying with Aberdeenshire Council Health & Safety procedures to ensure safety of customers
- Assist in carrying out inspections, including health and safety
- Deliver a high standard of customer relations for front line customer enquiries
- Assist in delivering quality coaching sessions for specific target groups, under the direction of the Duty Officer or senior coach, taking into account individual and group coaching needs
- Assist with promoting and advertising of all services
- Assist in control of environments and associated plant within set standards
- Assist in maintaining the security of the building and estates
- Assist with administrative functions, including complying with all financial procedures to ensure they are carried out accurately and in a timely manner
- Assist the team to maintain links to quality services, and where appropriate, assist with quality assurance systems
- Assist the Duty Officer in improvement of all service areas

4. QUALIFICATIONS AND TRAINING

- Essential:**
- Academic achievement to Scottish National Level 4 or 5, Standard Grades or equivalent transferrable experience and skills
 - Achievement of SVQ Level 2 Qualification in a relevant subject and NPLQ within 12 months

5. EXPERIENCE

- Desirable:**
- Experience of working with the public as customers
 - Experience of working within a leisure facility
 - Cash handling experience

6. KNOWLEDGE AND SKILLS

- Essential:**
- Ability to work to a high level of accuracy, with attention to detail
 - Customer care skills
 - Effective communication skills
 - Willingness to work regular unsocial hours
 - Ability to work under pressure
 - Awareness of health and safety issues

7. ADDITIONAL REQUIREMENTS

Driving Compliance	Not applicable to this post
Politically Restricted	Not applicable to this post