**Job Description**

**Leisure Officer (NPLQ)**

**Level: 3**

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| **Responsible To:**  | **Responsible For:** |
| Duty Manager | NA |

**About the job:**

As part of the Council’s Leisure Services team, you will be responsible for carrying out a broad range of duties in order to maintain a high standard of surveillance and service to customers, ensuring they can make full and safe use of the leisure facilities.

**Role:**

To provide an efficient service to all customers at the leisure centre in a polite and courteous manner. Pro-actively providing information to promote the Centre to the public at all times and responding positively to customer enquiries.

To follow direction of the Duty Managers and work collaboratively alongside colleagues.

To possess a National Pool Lifeguard Qualification (NPLQ) and ensure this is up to date and personal competency is maintained. You will monitor customers safety in the pool area, warning swimmers of improper activities or danger and, enforcing pool regulations and water safety policies

To administer first aid in the event of injury, rescue swimmers in distress or danger of drowning, and administers CPR and/or artificial respiration, if necessary.

Assisting members of the public to use facilities safely and safeguard the day to day preparation of the pool facilities for swimming lessons or all other activities.

To maintain good housekeeping and cleanliness in all areas in support of the cleaner.

Reporting any defects or faults to the Duty Manager and take immediate action to prevent customers being exposed to potentially dangerous hazards.

To maintain health and safety, security, and appropriate standards of behaviour.

Comply with all aspects of the Emergency Action Plan (EAP) and Pool Safety Operating Procedures (PSOP), ensuring health and safety procedures and guidelines are adhered to at all times. Assisting in the safe evacuation of the premises.

Provide support when required to leisure centre reception including meeting and greeting centre users, taking bookings and payments, answering phone calls and emails from centre users, and providing membership support, with a focus on frontline service delivery and better outcomes for customers.

Assist with the promotion of benefits of membership packages whilst having good knowledge of the terms and conditions of membership, and work towards improving service-related performance indicators, such as promoting the use of leisure cards. Liaise with customer and Duty Managers to resolve membership issues.

To respond appropriately to any enquiry. Be required to identify and resolve any customer problems or complaints in a positive and helpful manner. Deliver a consistent and reliable level of customer service that meets and wherever possible, exceeds customer expectations.

Accept and securely handle lost property items, ensuring safe storage and appropriate controls are in place for returning to individuals.

In accordance with Safe Working Practice erect and dismantle sports equipment

**Responsibilities:**

**Team:**

* You will work with your colleagues to prioritise team objectives over individual objectives.
* You will support and respect your colleagues at all times**.**
* You will work together to share knowledge and experiences to improve your service.
* You will participate in development activities as required.

**Corporate:**

* You will carry out your duties and responsibilities in line with the Health & Safety Policy and associated legislation.
* You will actively engage with customer care, value for money and performance management.
* Your duties will be carried out in line with our equality scheme.
* You will be compliant at all times with GDPR and data protection legislation.
* You will constructively participate in communication and promotional activities.

**Organisational:**

* You will be prepared to take on responsibilities and projects that may be outside of your normal work area but are relevant to your role.
* You will support an inclusive culture which provides opportunities for everyone to participate and progress.
* You will support effective relationships across all Directorates, with stakeholders and external partners to ensure the Council’s priorities and objectives are met.
* You will positively promote and represent the Council at all times.

**What the successful candidate will have:**

**Qualifications**

* National Pool Lifeguard Qualification (NPLQ)
* A good standard of numeracy and literacy demonstrated through either qualification or previous experience
* We will carry out DBS checks for the postholder.

**Experience**

* Previous experience of working within the leisure industry or similar customer focused environment.
* Practical experience of following health and safety procedures and policies.

**Knowledge**

* General understanding of the leisure working environment, such as facilities, maintenance, health and safety and customer care.
* Knowledge of current safety requirements.

**Skills & Abilities**

* Excellent customer care.
* Great communication skills both verbal and written.
* Good IT skills.
* Basic numeracy skills, e.g. cash transactions, count stock, read and understand measurements.
* Ability to follow direction and operate as part of a team to achieve results.

**Our Values & Behaviours**

**Customer Focused** - We listen to our communities, keeping them informed about the things that matter most to them and providing a professional and responsive service.

**Forward Thinking** - We solve difficult problems by being adaptable, resilient, and innovative.

**Working Together** - We are focused on achieving our collective goals as an organisation and we support our colleagues to deliver excellent services.

**Making a Difference** - We make a positive difference for our communities by being helpful and going the extra mile.

**Delivering Quality Services** - We strive for quality in everything we do, making sure the people of Chorley and South Ribble get the best outcome.