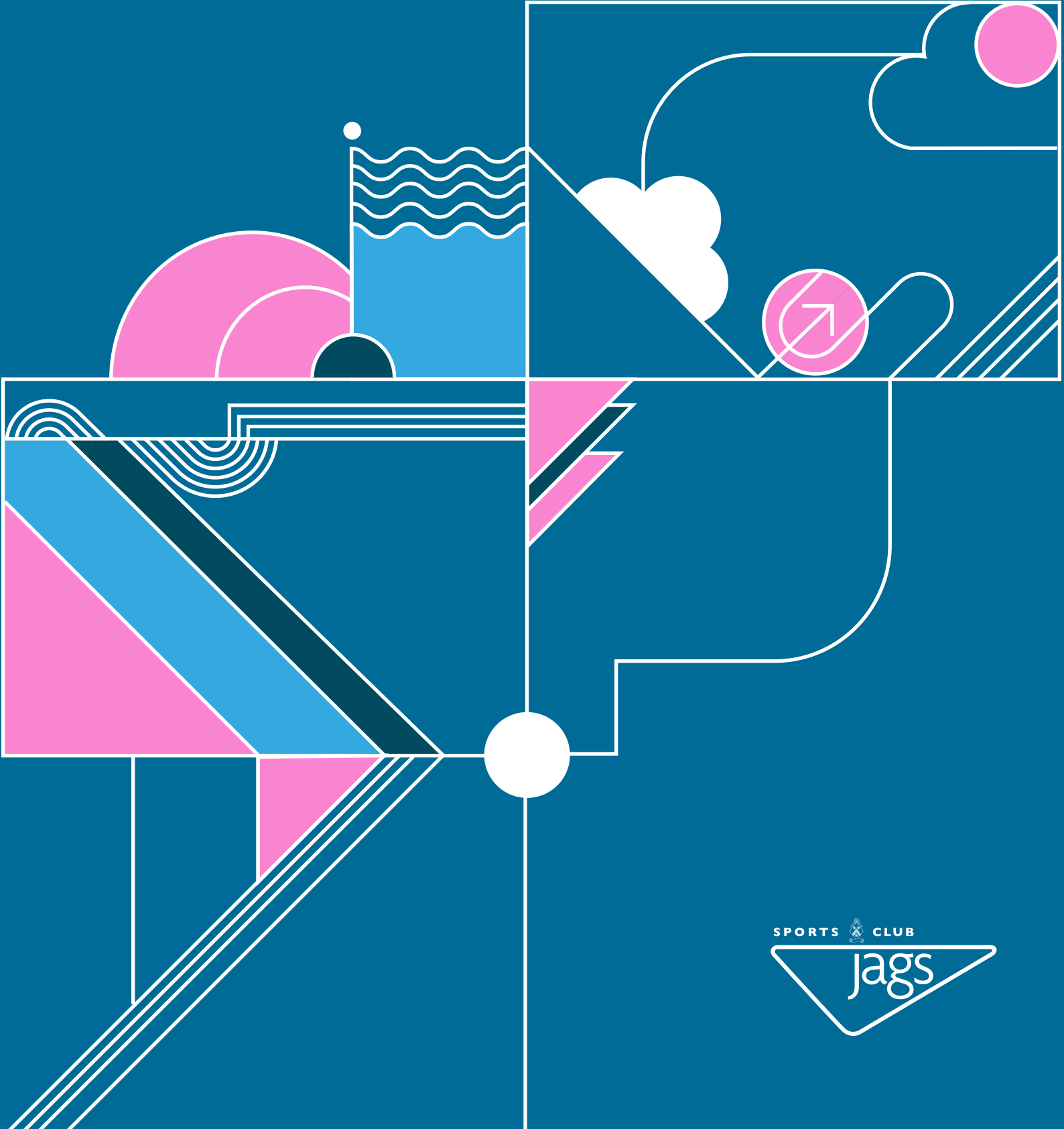


Candidate Pack





Senior Sports Assistant

03

Are you driven and passionate about excellent customer service, effective team work and high standards of safety and cleanliness? If so, we'd love to hear from you!

With a reputation for being the best leisure provider in the Dulwich area and without the constricts of local authority complexes, JAGS Sports Club has been successfully operating on the grounds of James Allen's Girls school for over 20 years.

The Club is a forward-thinking, diverse and dynamic organisation. Providing over 4000 individuals with a fully inclusive sports based membership, it also serves the community with a full programme of courses and activities, ranging from swimming to holiday clubs. In addition, the facility is hired by local schools and clubs, enabling vast numbers of the South London community to partake in a wide range of sports.

This post presents a great opportunity to work within a community without barriers. Your input will be significant in upholding our values of exceptional customer care and you will be key in delivering a high quality facility, as the Club evolves.

JAGS Sports Club rewards employees with a competitive salary and fantastic benefits including Employer Pension Contributions, Cycle Scheme, Dulwich Picture Gallery pass, free lunches during school week/term time and training opportunities.



Senior Sports Assistant

£26,000

Reports to Deputy Manager

JAGS Sports Club

Full time , 39 hours per week

Rota based work pattern - please see Special Conditions.

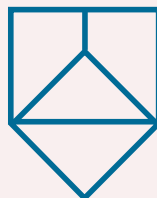
Purpose of Job

The Senior Sports Assistant will work closely with the Duty Manager and Management teams to provide excellent customer service, whilst ensuring the highest possible levels of cleanliness and safety. They will also stand in as Duty Managers in the event of sickness and holiday.

Major Duties and Responsibilities

- Direct responsibility for the safety of pool users in accordance with guidelines set out by the National Lifeguard Qualification (NPLQ).
- Anticipate emergencies; initiate rescues and evacuations and provide First Aid according to knowledge and training.
- Have a deep understanding of the Emergency Action Plan (EAP) and know how your role applies to the requirements set out.
- Conduct pool test on a two hourly basis and report any inconsistencies to the Duty Manager immediately.
- Proactively maintain excellent levels of cleanliness, particularly in high traffic areas, such as the gym and changing rooms. Use time off the poolside to lead by example, delivering exceptional standards.
- Liaise with the Duty Manager and/or the Maintenance Manager if further assistance is required to deliver high standards, or if equipment needs upgrading, improving or replacing.
- Set up and dismount all equipment for parties, courses and classes, as directed by the Duty Manager.

- Cover Duty Manager holiday and sickness, when required, demonstrating the upmost committment to excellent customer care, safety and cleanliness and leading your team by example in everything you do.
- Assist in the training of new casual and full time Sports Assistants, highlighting attention to customer service, cleanliness and safety.
- Carry out any other reasonable task from time to time that may be delegated by the Duty Managers, Club Manager, Deputy Manager or other members of the Management team.



Essential criteria: Must hold a valid NPLQ.

Working with people

- Customer service experience gained in a private or public leisure facility.
- Ability to deal calmly and confidently with demands from the public, including difficult situations and emergencies.
- Helpful and positive attitude when dealing with colleagues and visitors; being open and receptive to ideas from others.
- Professional and courteous presentation of manner and uniform at all times.

Working with words

- Clear and effective written and verbal communication skills.
- Experience of writing emails to staff at all levels, explaining complex points effectively.
- Good IT skills for navigating our computerised Front of House system.

Organisation Skills

- Ability to multi-task and manage various projects, sometimes with conflicting deadlines, without compromising on quality.
- Experience to assess the priorities within daily operations and in a pressurised environment, always demonstrating awareness and understanding of the organisation's scope.
- Consistently achieving agreed results in good time, persevering and seeing things through.
- Punctual, with an understanding that members, users and staff will follow your lead.
- Dependable and thorough in carrying out all tasks, with a solid understanding of team work.



Problem-solving skills

- Proactive, taking responsibility for solving problems; able to think creatively and innovatively.
- Solutions based approach with the confidence to face challenges.
- Able to consider all angles before making a decision.
- Able to adapt easily to new learning environments; flexible and willing to learn.

Special Conditions

- Partake in regular training sessions, at least on a monthly basis.
- Casual lifeguards will replace your shifts when you are covering the Duty Manager post to ensure you are not working more than your contracted number of hours. However, you may be required to swap from an early to a late shift, and vice versa, when covering Duty Manager shifts - we ask that you remain as flexible as possible.
- The hours of work per week will be 39 hours, completed in a shift pattern.
- Shift patterns work to the hours of 06.15-14.15 and 14.00-22.15.
- Duty Managers will be based at JAGS Sports Club but may be required to work at other locations within the school premises.
- The post holder must not carry out other duties, however, without first obtaining the agreement of the Club Manager.





How to Apply

If you are interested in this role and have relevant experience, we'd love to hear from you! We welcome and encourage applications from underrepresented groups, especially from people from ethnic minority backgrounds and/or people with disabilities.

To apply, please send an email to John Forsythe at deputymanager@jagssportsclub.co.uk, including your CV and a cover letter, outlining your interest in the role and your most relevant experience. Before submitting your application, please familiarise yourself with our facility and wide range of courses, classes and activities by visiting www.jagssportsclub.co.uk.

JAGS Sports Club is committed to the safeguarding and welfare of children. As such, all applicants will be subject to child protection screening following interviews. This includes checks with past employers, the Disclosure and Barring Service (DBS) and overseas police checks, if relevant.

Jags Sports Club
Red Post Hill
London SE24 9JN



