# Role Description

## Job Title: Leisure Assistant

## Reports to: Duty Manager

## Job context

Uppingham School, founded in 1584, is a leading co-educational independent boarding school which runs 24/7 in term-time. It has a strong academic profile and excellent pastoral care with an international reputation, and state-of-the-art science, sports and music facilities. Its 830 pupils, aged 13-18, are accommodated in 15 boarding houses, taught by over 20 academic departments, and participate in numerous extra-curricular activities such as sports, music, and drama. The academic programme is supported by business units responsible for marketing, estates, finance, HR, IT, operations (catering, cleaning, and procurement), health and safety, and the School’s trading subsidiary. The School employs c. 550 staff.

Opened in September 2010, Uppingham School Sports Centre (‘USSC’) is a fully dual-use facility and used by 1,300 public members as well as the School. Described by Lord Coe at its opening as ‘world class’, USSC has been designed to provide state-of-the-art sporting facilities for the school’s pupils, as well as allowing access to local residents, sports clubs and other schools.

The Centre contains a 6-court sports hall, 25m swimming pool, 60 station fitness studio, gymnasium, squash courts and dance studios. The fitness studio was fully re-equipped in December 2021. It also houses the School’s PE Department and includes a hospitality suite for match-day entertaining. USSC is managed and run-on behalf of the School by Uppingham School Enterprises Ltd, a wholly owned subsidiary, and employs c. 40 full- and part-time staff.

## Job purpose

To be the first point of contact within the sports centre for pupils, staff and the general public representing the Operations Team in a friendly, helpful and courteous manner. Our Leisure Assistants will be trained lifeguards who will hold a National Pool Lifeguard Qualification to ensure the safety of all our users.

## Your accountabilities

**General**

1. Making sure the centre is kept safe, clean and tidy at all times for our members and pupils to use in compliance with health and safety regulations.
2. To deliver high levels of service in customer care to our members and pupils.
3. Supervise pupils and ensure their safety.
4. To maintain cover of the swimming pool and provide a high level of customer service to all members and pupils.
5. Greet all visitors to poolside in an appropriate and friendly manner.
6. Deal promptly with enquiries or problems around the building with a friendly, kind and helpful manner.
7. Carry out rescues and first aid when necessary.
8. Complete, sign and date daily open and close procedures for the Leisure Assistant.
9. Complete, sign and date cleaning and maintenance schedule daily for the Leisure Assistant.
10. Deal with any comments or complaints positively and efficiently following correct procedures.

**Poolside**

1. Undertake general lifeguarding duties and ensure the pool is never left unattended whilst in use.
2. Be aware of general pool conditions reporting any changes from the norm to a duty manager
3. Monitor number of bathers in the pool and when numbers exceed specified limits advise additional lifeguards, duty manager and reception
4. Check safety equipment and report any defect to a duty manager
5. Housekeeping
6. Assist in the preparation and operation of events and activities including the assembly and dismantling of equipment in a timely and safe manner
7. Ensure all cleaning duties are carried out as specified by the duty manager and in accordance with the centre’s standards
8. Patrol all areas of the centre to ensure all facilities are being used in the correct manner
9. Maintain storage areas in a clean and tidy condition and in accordance with store plans

## Qualifications, skills and experience, personal qualities required

**Qualifications:**

* NPLQ or the ability to achieve within 1 month
* Desirable fitness instructor level 2
* Desirable SEQ swimming teacher Level 1 or 2
* Desirable first aid at work

**Skills and experience:**

* Knowledge and experience of customer focused environment
* Experience of working as part of a team
* Desirable experience of working in a leisure centre environment

**Personal qualities:**

* Focus on good customer service
* Good people skills
* Good Communication skills
* Ability to work as part of a team
* Ability to use own initiative and display a pro-active approach to problem solving
* Flexible and can-do attitude
* Ability to deal confidently with a wide range of people, including pupils, staff and members of the public

## Key relationships

* **Sports Centre Manager**
* **Operations Manager:** Duty Managers, Leisure Assistants, Course Instructors, Swimming Co-ordinator, Swimming Teachers
* **Fitness Manager:** Fitness Instructors, Personal Trainers, Studio Co-Ordinator, Class Instructors
* **Front of House Manager:** Receptionists

## Terms and conditions

**Working hours Up to 21.5 hours per week**:

Wednesday 1500-2230 –(30 unpaid min Break)

Friday 0630-1500 –(30 Min unpaid Break)

Sunday 0730-1430 –(30 Min unpaid Break)

**Salary** £11.10 per hour

**Probation period** 6 months

## Benefits

**Holidays** The annual holiday entitlement is 28 working days. Bank/Public holidays when the Centre is open are normal working days. Payment for all Bank/Public holidays is included in the salary above.

**Pension scheme** Defined contribution scheme: employee contribution matched by USE Ltd by factor of two, up to 10% maximum.

**Benefits** 50% contribution to premiums for School’s private health scheme

Free membership of dual-use Sports Centre (£25 annual admin fee)

Free staff lunches in term-time

Retail, supermarket, cinema, and restaurant discounts

Cycle to work scheme

Employee Assistance Programme

Occupational Health Services

Free annual ‘flu jabs

Westfield health care package

Recognised as a “Disability Confident” employer

Recognised as a “Mindful” employer

## Safeguarding

Uppingham School is committed to safeguarding and promoting the welfare of children. Successful candidates must be willing to undergo full screening in accordance with Keeping Children Safe in Education (KCSiE), including an Enhanced Disclosure and Barring Service check. Issues relating to safeguarding and promoting the welfare of pupils will be explored at interview.

## Note

This Role Definition is not an exhaustive list of what may be expected of you in the role. It is non-contractual and may be amended by the school from time to time.

**Applications**

Applicants should complete the School’s application form, which can be obtained from the website ([www.uppingham.co.uk](http://www.uppingham.co.uk)) and returned, when completed, to [hr@uppingham.co.uk](mailto:hr@uppingham.co.uk), 01572 822216.

The HR Department

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