

Recruitment Pack for

Leisure Assistant (Dryside)

Dear Applicant

Post: Leisure Assistant (Dryside)
Closing Date: Friday 17th June 2022

Thank you for the interest you have shown in our Leisure Assistant (Dryside) post with Live Borders. You will find the following enclosed:

- Live Borders Application Form
- Introduction to Live Borders
- Aims and Values
- Job Description and Person Specification
- Conditions of Employment

The enclosed information provides you with details about our organisation to assist you with your application.

The anticipated timeline for the recruitment process is outlined below:

Closing Date: Friday 17th June 2022
Interviews: TBC

The selection process can include different forms of assessment along with a formal interview. You will be advised of this if your application is successful.

If you have a disability and need assistance in completing your application form, please contact our People team on 01896 661 166 to discuss your needs.

We look forward to receiving your completed application.

Introduction

Live Borders is the sport, leisure and culture trust for the Scottish Borders – this means we are a charity. Our aim is for everyone living, working and visiting the Borders to be **healthier, happier and stronger**.

Live Borders is governed and led by a Board of 15 Trustees who set the strategic direction and monitors performance of the organisation.

1. Our strategic vision

Vision: Everyone living in, working in and visiting the Borders to be healthier, happier and stronger.

Mission: We use our energy, enthusiasm and knowledge to support more people to experience more, learn more and move more.

Strategic goals:

- Expand levels of participation
- Grow our earned income
- Develop plural funding streams
- Build on our reputation for great customer service
- Be a sustainable charity
- Nurture our people.

2. Our aims and values

At the heart of Live Borders is our commitment to improve lives through physical activity, sport and culture.

Our Values underpin all that we do:

Every penny spent with us is reinvested into supporting active, creative and healthy communities.

The executive team provide the strategic lead on the management and development of Live Borders to ensure we are a sustainable, dynamic and flexible organisation fit for the future and that meets our stated outcomes.

[Live Borders Values](#)

As we re-emerge from the challenges of Covid 19 and a lockdown which has seen Live Borders unable to deliver any of its services to customers we are now entering a period of recruitment to meet our new ways of working and our ever expanding programmes of activity. Here are some of the ways in which the way we do things are different:

www.liveborders.org.uk/what-to-expect-getting-you-back-safely/

Job Description

Job Purpose:

Take an active role in the day to day operation of the Leisure Centre, working as part of a team to ensure the ongoing successful delivery of services to the public.

Responsibilities:

1. To take lead on the maintenance and cleaning of the external changing rooms which are hired by local Rugby & Football clubs as well as the Gytes Leisure Centre.
2. Implement all-statutory regulations and Trust guidelines to provide a safe environment for customers and staff.
3. Carry out requirements of Normal Operating Procedures and Emergency Action Plans
4. Actively participate in internal/external cleaning and maintenance/repair work as required. Advise centre management of suggested improvements to enhance the quality of facility provision.
5. Ensure that all users receive excellent service from all staff at all times
6. Promote services within the community
7. Ensure the Trusts Financial Guidelines are adhered to
8. Assist the facility management in maintaining budgetary control of the facilities ensuring quick and effective action is undertaken when required.
9. Ensure compliance with workplace guidelines and procedures.
10. Ensure that personal standards of fitness and competence are maintained as appropriate to the duties required of a Leisure Assistant.
11. Encourage and promote the utilisation of the centre consistent with Trust Policy and guidelines interacting with customers with care and consideration.
12. Act as a representative of the Trust in liaison with and handling customers both formally and informally
13. Build and maintain good working relationships with colleagues within the organisation
14. Ensure that services are delivered with a customer focused ethos
15. Comply with, and ensure compliance with, all Live Borders policies and procedures
16. Ensure services meet Health and Safety standards established by Live Borders
17. As an employee, you must take reasonable care for the health and safety of yourself, other employees and anyone else who may be affected by your work activities carried out. Employees shall work in accordance with policies, procedures, information, instructions and / or training received.

This job description is indicative of the nature and level of responsibility associated with the job. It is not exhaustive and there may be a requirement to undertake such other duties as may be required to meet the needs of the Service or Live Borders

Other details:

Requirement to work out of hours or weekends – on occasions, evening and weekend work may be required.

Requirement for PVG/Disclosure check – yes

Person Specification

EDUCATION			
Essential	Assessed by	Desirable	Assessed by
Good all round standard of education	A/ I	First Aid at Work Safeguarding and Protecting Children Manual Handling World Host (or similar Customer Service qualification) Gym Qualification (SVQ Level 2 or similar)	A/ I
EXPERIENCE			
Essential	Assessed by	Desirable	Assessed by
Experience of working with the general public	A/ I	Experience of working in a sport and leisure facility	A/ I
SKILLS AND KNOWLEDGE			
Essential	Assessed by	Desirable	Assessed by
Excellent communication and interpersonal skills	A/ I	Knowledge of operational processes and procedures	I
Ability to assist the team in the optimum delivery of services to the public	I/ R	Practical skills in Sports Coaching	A/ I

Excellent customer care skills	I/ R		
Numerical skills	I/ T		
Organisational skills	I/ R		
PERSONAL ATTRIBUTES			
Essential	Assessed by	Desirable	Assessed by
Ability to work with a minimum of direct supervision	I/ R		
Ability to work along or as part of a team	I/ R		

KEY
A – Application
I – Interview
R – Reference
T – Test

SUMMARY OF CONDITIONS OF SERVICE

Location:	Gytes Leisure Centre Peebles (colleagues may be required to work at any Live Borders site during their career with us).
Hours of Work:	10 hours per week, worked as agreed with line manager
Payment Method:	Paid monthly on the last banking day of each month.
Annual Leave:	Up to 2 years' service = 30 days (pro-rata for part time) Increases by an extra day after completion of three years' service by commencement of the leave year. An additional day accrued for each completed year of service up to max of 6 additional days.
Public Holidays:	4 designated public holidays per year (pro-rata for part time)
Notice Period:	4 weeks, as detailed in any offer of employment
Pension:	Option to join Group Personal Pension; employee contribution from 5% with the option to join the Local Government Pension Scheme after 5 years' service.
Equal Opportunities:	Live Borders is an Equal Opportunities Employer and considers applicants on their suitability for the post regardless of sex, race, religion, disability or sexual orientation.
Sickness Allowance:	Employees with less than 6 months' service get Statutory Sick Pay (SSP) only. Occupational Sick Pay is available to employees with more than 6 months' service (when the sickness commences) and starts from 5 weeks' full pay/ 5 weeks half pay and increases to a maximum of 26 weeks' full pay/ 26 weeks half pay after 5 years' service.
Presentation:	Live Borders has strict standards of presentation; which staff are required to comply with. Uniforms are provided for the majority of posts where provided these must be kept clean and well presented. Where a uniform is not provided appropriate business dress is expected.
Other Benefits:	Free access to all our sports facilities Access to ASVA Cycle to work scheme

Please note that this is a summary of Live Borders conditions of service. If you are successful at interview and are offered employment, the specific conditions that apply to you will be detailed in your contract.

Information for all Job Applicants

Evidence of Right to Work in the United Kingdom

As a result of the Asylum and Immigration Act 1996, Live Borders requires every employee to provide evidence of eligibility to work in the UK. This will be required from the successful candidate prior to the appointment being made. Please do not send documentation at this stage. There are a number of specified documents which you could provide, some of which are list below. Only one is required:

- A passport describing the holder as a British Citizen
- A passport containing a Certificate of Entitlement issued by, or on behalf of the Government of the United Kingdom, certifying that the holder has the right of abode in the UK.
- A passport or national identity card issued by a State which is a party to the European Area Agreement and which described the hold as a national of that state.
- A registration card which indicates that the holder is entitled to take employment in the UK
- A birth certificate issued in the United Kingdom or in the Republic of Ireland, with documentary evidence of their National Insurance Number.
- A certificate of registration or naturalisation as a British citizen, with documentary evidence of the National Insurance Number.

Disclosure Scotland

The successful candidate will be subject to a Disclosure Scotland Basic check, if this a requirement of the post.

Live Borders

For more information about Live Borders please visit our website www.liveborders.org.uk

Please contact our People Team on 01896 661 166 if you require any other information about working for Live Borders