

A map of Leicestershire is shown in a light green color. Overlaid on the map are several large, colorful triangles pointing downwards. From top to bottom, the triangles are blue, yellow, green, pink, and purple. The top of the map is partially obscured by a dark grey banner.

Recruitment Pack for

# Leisure Assistant (ELC)

<b>Hours:</b>	<b>37 hours per week</b>
<b>Location:</b>	<b>Eyemouth Leisure Centre</b>
<b>Closing Date:</b>	<b>9<sup>th</sup> April 2024</b>
<b>Job Ref No:</b>	<b>0796</b>
<b>Salary:</b>	<b>Grade 2 £10.90 - £11.72 £21,029 - £22,603</b>

This pack includes details about our organisation to assist you with your application:

- Introduction to Live Borders
- Our Strategic Vision
- Our Values
- Job Description and Person Specification
- Conditions of Employment

More information can be found on our website [www.liveborders.org.uk](http://www.liveborders.org.uk)

If you would like to apply for this post, please go to <https://liveborders.bamboohr.com/careers>

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 [recruitment@liveborders.org.uk](mailto:recruitment@liveborders.org.uk) to discuss your needs or request a call back.

We look forward to receiving your completed application.

## Introduction to Live Borders

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 Trustees who set the strategic direction and monitors performance of the organisation.

## 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 new funding streams
- Build on our reputation for great customer service
- Create a sustainable charity
- Nurture our people to be proud of what they do

## Our Values

At the heart of Live Borders is our commitment to improve lives through physical activity, sport and culture. We use our energy, enthusiasm and knowledge to support people to experience more, learn more and move more.

Our Values underpin all that we do: [Live Borders Values](#)

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

The executive team led by the CEO 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.



## Job Description

Post Title:	Leisure Assistant (Wetside)
Directorate:	Live Borders – Commercial Services
Reporting to:	Duty Manager

**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 an active role in the day to day operation of the centre to ensure the ongoing successful delivery of service to the public.
2. Live Borders provide regular monthly training for all NPLQ qualified lifeguards. All lifeguards must attend at least 2 hours of training per month.
3. Implement all-statutory regulations and Trust guidelines to provide a safe environment for customers and staff.
4. Occasionally act as a Duty Keyholder with responsibility for the control and supervision of the facilities provided and all users of these facilities in regard to their day to day safety and behaviour.
5. Carry out requirements of Normal Operating Procedures and Emergency Action Plans
6. Facilitate, carry out Teaching/ Instruction/ Coaching to the public assuming responsibility for class Health and Safety.
7. Responsibility for Health and Safety in accordance with Trust Policy
8. Assist in the delivery of the ongoing centre programme plus development of new activities and events to the programme.
9. Take a key role in the delivery of the gymnasium facility (if applicable)
10. 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.
11. Assist in the "Setting Up", "Management" and "Take Down" of programmed activities and events.
12. Ensure that all users receive excellent service from all staff at all times
13. Promote services within the community
14. Ensure the Trusts Financial Guidelines are adhered to
15. Assist the facility management in maintaining budgetary control of the facilities ensuring quick and effective action is undertaken when required.
16. Ensure compliance with workplace guidelines and procedures.
17. Ensure that personal standards of fitness and competence are maintained as appropriate to the duties required of a Leisure Assistant.
18. Encourage and promote the utilisation of the centre consistent with Trust Policy and guidelines interacting with customers with care and consideration.
19. Act as a representative of the Trust in liaison with and handling customers both formally and informally
20. Build and maintain good working relationships with colleagues within the organisation
21. Ensure that services are delivered with a customer focused ethos
22. Comply with, and ensure compliance with, all Live Borders policies and procedures
23. Ensure services meet Health and Safety standards established by Live Borders
24. 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**

<b>EDUCATION</b>			
<b>Essential</b>	<b>Assessed by</b>	<b>Desirable</b>	<b>Assessed by</b>
National Pool Lifeguard Qualification (this training can be provided)	A/I	First Aid at Work Teaching Aquatics qualification Gym Qualification (SVQ Level 2 or similar)	A/I
<b>EXPERIENCE</b>			
<b>Essential</b>	<b>Assessed by</b>	<b>Desirable</b>	<b>Assessed by</b>
Experience of working with the general public	A/I	Experience of working in a sport and leisure facility	A/I
<b>SKILLS AND KNOWLEDGE</b>			
<b>Essential</b>	<b>Assessed by</b>	<b>Desirable</b>	<b>Assessed by</b>
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		
<b>PERSONAL ATTRIBUTES</b>			
<b>Essential</b>	<b>Assessed by</b>	<b>Desirable</b>	<b>Assessed by</b>
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

## SUMMARY OF CONDITIONS OF SERVICE

- Location:** **Eyemouth Leisure Centre** (colleagues may be required to work at any Live Borders site during their career with us).
- Hours of Work:** **37** 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 two years' service by commencement of the leave year. An additional day accrued for each completed year of service up to max of 5 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  
Cycle To Work Scheme  
Access to ASVA  
Healthy Extras – includes retail discounts and access to health and wellbeing services

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:

1. A passport describing the holder as a British Citizen
2. 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.
3. 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.
4. A registration card which indicates that the holder is entitled to take employment in the UK
5. A birth certificate issued in the United Kingdom or in the Republic of Ireland, with documentary evidence of their National Insurance Number.
6. 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 Protecting Vulnerable Group registration to become a member of the Disclosure Scotland PVG Scheme, if this a requirement of the post. The cost of this registration will be met by Live Borders.

### Live Borders

For more information about Live Borders please visit our website [www.liveborders.org.uk](http://www.liveborders.org.uk)

Please contact our People Team on [recruitment@liveborders.org.uk](mailto:recruitment@liveborders.org.uk) if you require any other information about working for Live Borders.