



RECRUITMENT PACK

Leisure Assistant





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ABOUT LIVE BORDERS

Live Borders is a forward-looking charitable trust at the heart of the Scottish Borders, delivering active, creative, heritage, life-long learning and community services that make a real difference to people's lives.

We exist to help communities thrive - physically, creatively and socially. Every day, our teams support people to be active, curious and connected, whether that's through sport and fitness, libraries and learning, arts and heritage, museums, events or community programmes.

Since our establishment in 2016, Live Borders has brought together sport, leisure, culture and learning services into one organisation with a shared purpose: to improve wellbeing, reduce inequality and strengthen communities across one of Scotland's most distinctive regions.



A PLACE-BASED ORGANISATION DELIVERING SOCIAL IMPACT

The Scottish Borders is a unique place - rural, diverse and deeply connected to its communities. Live Borders reflects that. We deliver services across towns, villages and rural communities, reaching people of all ages and backgrounds.

Each year, we support more than a million visits to our sport and leisure facilities and hundreds of thousands of visits to our cultural venues and services. But our ambition goes beyond numbers. We want to ensure that what we offer is relevant, inclusive and responsive to the changing needs of the communities we serve.

We reinvest every penny we generate back into services and communities, ensuring public value and social impact sits at the heart of everything we do.

A TIME OF OPPORTUNITY AND CHANGE

Live Borders is on an exciting journey. With new leadership and a clear focus on impact, we are strengthening how we engage with communities, partners and stakeholders, and how we tell our story.

This is a place for people who want to make a difference - who are motivated by purpose, but also excited by change, improvement and innovation.



A MESSAGE FROM OUR CHIEF EXECUTIVE

Thank you for your interest in joining Live Borders.

Live Borders plays a vital role in the life of the Scottish Borders. Every day, our teams support people to be active, creative, curious and connected, through active living, creativity, culture and heritage, learning and community services. The impact of this work is felt across our communities, and it matters deeply.

We are a values-led organisation with a strong sense of purpose, and we are also one that is evolving, responding to the changing needs of our communities, the challenges facing the public and third sectors, and the opportunities ahead of us. This is a moment to be ambitious, thoughtful and bold about how we deliver our services and how we engage with the people we serve.

Everyone who works at Live Borders plays a part in our success. We are looking for people who care about people and place, who bring ideas, enthusiasm and commitment, and who want to do work that makes a positive difference. Whether your role is frontline, operational, specialist or strategic, you will be supported to contribute, grow and do your best work.

At Live Borders, we value openness, inclusion and teamwork. We believe that empowered people deliver the best services, and we are committed to creating an environment where our teams can grow, develop and do their best work.

If you are motivated by purpose, excited by change and keen to be part of an organisation rooted in community and impact, I encourage you to consider joining us.

I look forward to welcoming you to Live Borders.

Catriona McAllister
Chief Executive
Live Borders



THE ROLE

Hours: Various Permanent Contracts Available

Location: Various Locations

Salary: Grade 2 £13.07 - £13.44
(£25,215.74 - £25,929.57)

To supervise staff to enable the smooth operation of the facility, as well as ensuring that areas across the facility are clean, safe and welcoming.

To ensure the highest possible standards of Health & Safety and customer service within the Centre.

To assume shift management responsibility for the centre to maximise utilisation of staff.



KEY RESPONSIBILITIES

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



KNOWLEDGE & EXPERIENCE

EDUCATION

Essential	Assessed	Desirable	Assessed
National Pool Lifeguard Qualification (Live Borders will provide training for the right candidate)	A/I	First Aid at Work	A/ I
		Teaching Aquatics qualification	A/ I
		Gym Qualification (SVQ Level 2 or similar)	

EXPERIENCE

Essential	Assessed	Desirable	Assessed
Experience of working with the general public	A/ I/ R	Experience of working in a sport and leisure facility	A/ I/ R
Ability to work with a minimum of direct supervision	I/R		
Ability to work along or as part of a team	I/R		



SKILLS AND KNOWLEDGE

Essential	Assessed	Desirable	Assessed
Excellent communication and interpersonal skills	I/ R	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
Excellent customer care skills	A/I	Numerate with strong analytical and problem solving ability.	
Numerical skills	I		
Organisational skills	I/R		

KEY

App – Application; **Int** – Interview; **Ref** – Reference; **Test** – Test

OTHER DETAILS

- Undertake any other reasonable duties which may be requested by Live Borders
- Requirement to work out with normal hours (evenings/weekends): Occasional, by arrangement
- Full UK Driving Licence and access to vehicle essential.
- Live Borders offers a flexible working environment, with a hybrid approach.



PACKAGES & BENEFITS

Pension: Starts with a 5% company contribution into an Aviva scheme, increased to 10% after 2 years service. After 5 years service, you can join the Local Government Pension Scheme (current company contribution is 17%)

Holidays: Starts at 30 days of annual leave plus 4 public holidays (for Christmas and New Year). Increases with service up to a maximum of 35 days after 6 years' service.

Free membership at our Gyms & Swimming Pools

Free entry to our Attractions (e.g. The Great Tapestry of Scotland, The Jim Clark Motorsport Museum)

Death in Service benefit of 3 times salary

ASVA membership: We are a corporate member which means staff can get free access to other member attractions, including Edinburgh Zoo and Historic Scotland sites.

Cyclescheme: Saves the employee tax and NI contributions on the purchase of a new bike and accessories

Help@Hand: Employee assistance programme which includes a variety of services including a 24 Hour advice and information line with support including -

- Counselling and legal information
- Financial Support
- Remote GPs: where employees can arrange a call back from a practising UK GP 24/7
- Savings and discounts - access savings and rewards across a variety of big brands



NEXT STEPS

If you would like more information or an informal chat about the role, please contact Greg Dalglish on gdalglish@liveborders.org.uk or Amanda Blacklock on ablacklock@liveborders.org.uk

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

Hours: Various Permanent Contracts Available

Location: Various Locations

Salary: Grade 2 £13.07 - £13.44
(£25,215.74 - £25,929.57)

Closing Date: 31st March 2026 at 9am

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 to discuss your needs.

We look forward to receiving your completed application.