



LIVE BORDERS

RECRUITMENT PACK

Leisure Assistant

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.

A handwritten signature in black ink, appearing to read "cm" followed by a stylized flourish.

Catriona McAllister

Chief Executive
Live Borders

THE ROLE

Job Title	Leisure Assistant
Hour Of Work	25 Hours per week
Salary	Grade 2 £13.78 - £14.12 (£26,585.48– £27,241.43)
Holidays	30 days, plus 4 public holidays
Location	Galashiels Swimming Pool
Reports To	Supervisor
Closing Date	Monday 29th June 2026

JOB PURPOSE

To ensure the effective co-ordination and delivery in the day-to-day operation of the facility, working as part of a team to ensure the ongoing successful delivery of health & fitness services to the public.

KEY RESPONSIBILITIES

1. Provide excellent customer service on all aspects of the venue/facility to ensure the ongoing successful delivery of the service to the public.
2. Improve member retention by increasing the number and quality of customer inductions and programmes on the gym floor.
3. Deliver high quality fitness classes as and when required to satisfy the needs of the membership
4. Responsible for promoting fitness classes in order to achieve business and financial targets
5. Increase the numbers of members and Pay as you go members by actively being involved in organising and promoting appropriate initiatives, events, membership packages etc.
6. Attend training courses as and when required from the Centre.
7. Take an active role in the day-to-day operation of the centre to ensure the ongoing successful delivery of service to the public.
8. Implement all statutory guidelines to provide a safe environment for customers and staff
9. Carry out the correct opening and closing procedures of the building
10. Ensure that services are delivered with a customer focused ethos.

11. Positively represent Live Borders internally and externally e.g. at networking events, meetings, conferences and exhibitions to enhance and strengthen the Live Borders' profile.
12. Comply with, and ensure compliance with, all Live Borders policies and procedures.
13. Promote equal opportunities in service delivery.
14. 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:

Many elements of this job require the post holder to be physically fit and active.

Requirement to work out of hours or weekends – regular evening and weekend work will be required.

Requirement for PVG/Disclosure check – yes

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.

Cycle scheme: 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

HOW TO APPLY

If you would like more information or an informal chat about the role, please contact Manager Nicola Halfpenny, Operations Manager on nhalfpenny@liveborders.org.uk

If you have a disability and require assistance completing your application form, please contact our People Team by email at R@liveborders.org.uk or by telephone on 01835 617049.

We look forward to receiving your completed application.

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

