

Profile Title:	Apprentice (Leisure Team Member)	
Responsible To:	Duty Manager	
Responsible For:	Work Placements / Volunteers	
Post Reference:		

Vision and Values

“Inspiring people to live active healthy lives”

- *We are always improving*
 - *We care*
- *We make a positive difference*
- *We are customer focused*
 - *We are one team*

Purpose of Post:

To assist in all aspects of the operation of the centre and also to ensure that the operating procedures, policies and standards are achieved effectively with emphasis on customer care.

Responsibilities:

- Undertake cleaning, including internal and external areas, as and when required.
- Control facilities, including changing rooms and toilets.
- Act as a point of contact for all Centre enquiries either by telephone, email or face to face and contribute to the smooth running of the Centre reception.
- Promote good health and safety at work practices in accordance with the leisure centre policies and procedures.
- Report accidents, injuries and incidents according to the procedures laid down (e.g. RIDDOR).
- Set out and return to store any equipment that may be required observing at all times the correct procedures and techniques of moving such equipment and ensuring their safe and correct storage.
- Support coached activity sessions.
- Assemble and dismantle equipment, including sports and exhibition displays.
- Overseeing and general safety and behaviour of the public to prevent injury and misuse and damage to facilities.
- Give trained assistance to users in difficulty (including the use of appropriate appliances).
- Direct the activities of users to prevent injury, misuse and damage to facilities or equipment.
- Assist in maintaining a friendly atmosphere by being polite and courteous whilst adhering to all agreed OCL policies and procedures.
- Observe the standard of service to the customer as laid down by the Manager.
- Maintain the security of the building by patrolling all public areas and by enforcing all the regulations with regard to the safe and correct use of the facility.
- Constantly check for any obstacles or damage that could in anyway endanger the health and safety of staff or customers and report this to the Duty Manager.
- Correct uniform must be worn at all times and a high standard of personal hygiene must be maintained.
- Administer First Aid as necessary, as appropriate to your qualification.
- Undertake monthly training to maintain competence in lifesaving and resuscitation techniques.
- Adhere to OCLL’s policy on corporate identity.
- Complete all training required of you within given timescales to the standard expected by OCL and any external training provider.

Criteria A: Essential D: Desirable	Method of Assessment A: Application I: Interview T: Task	
Education and Training:	Criteria	Method of Assessment
- Maths and English GCSE's (4 – 9) - Basic IT Skills	D A	A/I A/I
Relevant Experience:	Criteria	Method of Assessment
- Experience of Leisure Centre operation - Experience of Customer Service - Awareness of Health and Safety requirements	D D D	A/I A/I A/I
General and Special Knowledge:	Criteria	Method of Assessment
- Understanding of the leisure industry - Understanding the principles of basic customer care	D D	A/I A/I
Skills and Abilities:	Criteria	Method of Assessment
- Communication skills - Ability to work as part of a team. - Manual Handling skills and working safely - Ability to problem solve and work independently	A A A A	A/I A/I A/I A/I
Additional Requirements:	Criteria	Method of Assessment
- Must be willing to work evenings, weekends and public holidays. - Must be able to travel to work within the Oldham area, including early mornings, late evenings and weekends. - Able to work in a busy environment. - Commitment to complete the full period of the apprenticeship, including all training relevant to this.	A A A A	A/I A/I A/I A/I