

## **Job Description**

### **Apprentice details**

Job Title:	Apprentice – Leisure Assistant/Lifeguard
Grade:	Age related - National Minimum Wage
Location:	Orford Jubilee Neighbourhood Hub
Directly Responsible To:	Lead LiveWire Advisor
Directly Responsible For:	N/A
Hours of Duty:	37

### **PRIMARY PURPOSE AND SCOPE OF JOB:**

To provide the customer with a high quality service that has excellent customer service at its forefront.

To provide essential Lifeguard support on poolside.

To gain knowledge and insight of the whole LiveWire offer

### **KEY TASKS AND RESPONSIBILITIES:**

1. Help to ensure that the first impression a customer receives is a welcoming reception to encourage membership and sustained use.
2. Help to ensure wellbeing of customers at all times.
3. Assist with monitor areas of the facility utilised by the general public in accordance with procedures
4. Adhere and comply with the normal operating procedures and emergency action plans at the LiveWire facility which you are working at.
5. Help to ensure a safe and healthy environment for all our customers ensuring compliance with current legislation in the course of your daily duties.
6. Set out equipment and furniture as required by management for events and activities
7. Assist with the cleanliness of the building by participating in daily cleaning rota as instructed by management
8. Report any health and safety matters immediately to the appropriate person and take any necessary action
9. Undertake training and development requirements as specified / instructed by management to meet personal and service needs.
10. Maintain a professional standard of personal appearance and conduct at all times whilst on duty.
11. Carry out all duties with due regard to confidentiality and General Date Protection Regulations (GDPR)
12. Undertake such additional duties as are reasonably commensurate with the level of this post.

## **EXPERIENCE, SKILLS AND QUALIFICATIONS**

1. Interpersonal skills and the ability to work as part of a team (E)
2. Able to work flexibly to suit requirements of the role, including evenings and weekend work (E)
3. Commitment to study and complete the modules/written requirements of the Apprenticeship (E)
4. **Be able to swim 50 meters in less than 60 seconds (E)**
5. **Be able to swim 100 metres continuously on front and back in deep water €**
6. **Ability to achieve National Pool Lifeguard Qualification (E)**
7. Customer service experience (D)
8. Knowledge of manual handling (D)