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**Job Description and related information**

## **Position:** ` Modern Apprentice

## **Reporting to:** Duty Manager

## **Responsible for:** N/A

## **Overall Purpose:** To assist in the daily operation of the centre and swimming pool, ensuring a safe, clean and customer orientated service is provided at all times. To attend all training courses, and to complete all appropriate coursework to agreed timescales.

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**Main Duties**

* Assist in the day to day operation of the sports centre, ensuring that all health and safety legislation, codes of practice and operating procedures are complied with at all times.
* To ensure that all loose equipment is erected and dismantled on time in accordance with recommendations and code of practice and used correctly by members and visitors at all times.
* To gain, hold and keep valid the National Pool Lifeguard. Attendance to staff training is a requisite to ensuring validity of your qualification.
* To constantly supervise the swimming pool (when on pool duty) to ensure the safety and welfare of all users in accordance with the company’s operating procedures.
* To attend a minimum of 1 NPLQ based staff training sessions per month.
* To meet required standards of coursework and to meet agreed deadlines.
* To attend and complete the required courses for the Apprenticeship such as Fitness Level 2, Swim Teaching qualification and a First Aid Qualification within the set timeframe
* To train up in different departments such as Reception and the Coffee Pod if not already trained
* To operate on a shift rota basis as a member of the Team, incorporating evenings, weekends and Bank Holidays as required to effectively cover all departments and opening hours.
* Maintain cleanliness and hygiene standards throughout the centre including the swimming pool, changing areas, sports hall, squash courts and astro turf.
* Solicit customer feedback and implement the social programme for members.
* Complete regular equipment inspection reports and take any required action.

**Main Responsibilities**

* To co-operate with the Management team in all issues of health and safety under the provisions within the Health & Safety At Work Act 1974, the Company Health & Safety Policy, Operating Procedures and any other subsequent and/or relevant legislation
* To develop and maintain a thorough knowledge of the other areas of the operation such as poolside, reception, holiday activities and swim school and assist in these areas as and when required by the Management team.
* Attend and assist with monthly emergency evacuations and checks.
* To actively promote the name of Oxley Sports Centre and Sherborne Girls in all transactions with members and visitors.
* Maintain a high standard of customer care in all transactions in accordance with the Company’s ‘Customer Policy and Procedure’.
* To actively sell the benefits of regular exercise and health promotion to the lifestyles of all members and prospective members.
* To attend programmed staff meetings as required by your Line Manager.