



# Person Specification

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St. Helens Council

**Job Title:** Leisure Assistant

**Ref No:** PLA11

<b>Knowledge</b>	<b>E = Essential D = Desirable</b>	<b>Identified by</b>
Knowledge of Health & Safety	Essential	Application/ Interview
Customer Care	Essential	Application/ Interview
Full knowledge of products and services to be delivered	Desirable	Application/ Interview
Equipment set up, lifeguarding and cleaning.	Essential	Application/ Interview
National Operational Standards i.e. Quest, Investors in People.	Desirable	Interview
Computerised booking system	Desirable	Interview
<b>Skills and Abilities</b>	<b>E = Essential D = Desirable</b>	<b>Identified by</b>
Ability to interact and communicate with customers.	Essential	Application/ Interview
Competent water skills to undertake lifeguarding duties.	Essential	Application/ Induction Test / Interview
Able to provide cover for clerical duties e.g. telephone and booking system	Desirable	Interview
Able to provide customer supervision in the fitness facility	Desirable	Interview
Support the activity programme, providing supervision of activities	Desirable	Interview
<b>Experience</b>	<b>E = Essential D = Desirable</b>	<b>Identified by</b>
Experience of working in a Leisure Centre or experience working in a customer service environment.	Desirable	Application/ Interview
Experience of undertaking and completing customer research	Desirable	Interview
Experience of completing cleaning tasks in a working/operational environment	Desirable	Interview
<b>Qualifications</b>	<b>E = Essential D = Desirable</b>	<b>Identified by</b>



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RLSS – National Pool Lifeguard Qualification.	Essential	Application
NVQ Level 2 or equivalent in Operational Duties and/or customer care.	Desirable	Application
First Aid Certificate	Desirable	Application
Coaching/Instructor Qualification including Fitness Instructor Level 2 (Recognised Awarding Body)	Desirable	Application
<b>Other Circumstances</b>	<b>E = Essential D = Desirable</b>	<b>Identified by</b>
Commitment to working flexibly to meet the needs of the service, provide cover for colleagues and attend training.	Essential	Interview
Commitment to Continuous Personal Development, attend training as required	Essential	Interview
Confident, outgoing and friendly persona.	Essential	Interview
Strong commitment to providing attention to detail when completing tasks.	Essential	Interview
Able to contribute new ideas and commitment to continuous improvement	Essential	Interview
An ability to fulfil all spoken aspects of the role with confidence through the medium of English	Essential	Interview