



Person Specification

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St. Helens Council

Job Title: Leisure Assistant

Ref No:

| Knowledge | E = Essential D = Desirable | Identified by |
|--|--|---|
| 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 |
| Skills and Abilities | E = Essential D = Desirable | Identified by |
| 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 |
| Experience | E = Essential D = Desirable | Identified by |
| 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 |
| Qualifications | E = Essential D = Desirable | Identified by |



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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 |
| Other Circumstances | E = Essential D = Desirable | Identified by |
| 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 |