

Boston Borough Council
Job Description



Directorate Sports, Play & Leisure	Service GMLC
Job Title GMLC Apprentice	Grade Apprentice
Reports to Principal Officer / Duty Officers	Responsible FOR n/a

Is this post eligible for a DBS check? YES
Boston Borough Council will re-check employees, as a minimum, at 3 yearly intervals.
Eligibility is for : Enhanced Check (No Barred List), Children's and Adults workforce

A Purpose of job:

1 To support the delivery of the Leisure Services at GMLC

B Main responsibilities, tasks and duties

- 1 To provide support to the Gym instructors on the gym floor
- 2 To provide support to the Lifeguards around the complex and poolside but not to undertake any water related rescue or first aid related activities until over 18 years.
- 3 To report any faults or damage to the Duty Officer
- 4 To assist with setting up equipment for Gala's, fun session, classes etc.
- 5 To assist with filling the vending machines
- 6 To assist with cleaning the complex and external perimeter
- 7 To act courteously with the public
- 8 To provide support to the relevant service area as directed by the service manager, including:
 - promoting health and fitness activities within GMLC
 - promote the Geoff Moulder Leisure Complex and fitness activities throughout the Borough of Boston
 - interact courteously with the public and clients as required, assists with any questions or difficulties they may have
- 9 To carry out any other duties commensurate with the grade as instructed by management
- 10 To provide reception services in order to enhance the smooth running of Geoff Moulder Leisure Complex reception, including
 - Administration of till receipts, cash summaries, enrolment forms, etc
 - Taking bookings for all facilities and classes, including the GP Referral scheme.
 - General computer/paper based administration relating to all aspects of the leisure center.
 - Recording and issuing of lost property.

C Knowledge and skills	
1	<p>Knowledge – Essential Interest in working in the Sport & Leisure Industry Good standard of literacy and numeracy. Basic computer literacy in Microsoft products including Word, Excel and Outlook</p> <p>Knowledge – Desirable Recognized fitness qualification National Pool Lifeguard Qualification Sport or Leisure related Qualification (NVQ or equivalent) Understanding of safe working practices for lone workers.</p>
2	<p>Interpersonal Skills - Essential The ability to converse at ease with customers and provide advice in accurate spoken English is essential to the post Excellent customer care skills are essential Ability to work effectively as part of a team</p> <p>Interpersonal Skills – Desirable Previous experience in a Sport & Leisure environment</p>
3	<p>Mental Skills Must be highly motivated, with a commitment to tasks Flexible approach to work. The job requires judgmental skills, in order to identify straightforward solutions to simple problems. Ability to prioritise and organise work</p>
4	<p>Physical Skills Dexterity to use cleaning equipment as required is essential</p>
D RESPONSIBILITIES	
1	<p>For supervision This role involves little or no direct responsibility for the supervision of other employees</p>
2	<p>For people An understanding of the responsibility for safeguarding and promoting the welfare of children is required Must be prepared to undertake safeguarding, disability, equality & diversity and Health & Safety plus all other relevant training. This position requires the postholder to undertake Personal Safety Training, which may be held on a Saturday. Responsible for the Health & Safety of leisure center users and employees</p>
3	<p>For financial resources This role involves the of cash handling, accuracy for sums, money and the care of the lost personal possessions of others</p>

4	<p>For physical resources</p> <p>Must ensure that standards of cleaning are to a suitable standard for a leisure environment.</p> <p>Handling of computerized and manual information where care, security and confidentiality are important.</p> <p>Duties included the handling and processing of manual and computerised information, where care, accuracy and security are essential.</p>
<p>E Work environment and demands</p>	
1	<p>Work demands</p> <p>Willingness to learn</p> <p>Hours are on a Rota basis including early/late and weekend shifts, totaling an average of 35 hours per week over a two week Rota.</p> <p>Must be of a smart appearance as this is a frontline service delivery role</p>
2	<p>Physical Demands</p> <p>Must be able to safely lift goods/equipment for example i.e. lane ropes, pool steps etc. to prepare the leisure pool for use.</p> <p>Capable of cleaning all areas of complex & external perimeter area which will require the use of cleaning chemicals and equipment</p>
3	<p>Working conditions</p> <p>Pool side / Fitness atmospheric conditions</p> <p>Cleaning duties will involve the use of chemicals. Full training will be provided</p>
<p>F Other</p>	
1	<p>The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties that may be required from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder with the exception of those required at such a time when the Emergency or Business Continuity Plan is invoked during a genuine emergency situation where staff may be required to undertake work outside of their normal duties without prior consultation.</p>
2	<p>Equal opportunities</p> <p>The post holder is required to carry out the duties in accordance with the Councils Equal Opportunities policies.</p>
3	<p>Health and safety</p> <p>The post holder is required to carry out the duties in accordance with the Councils Health and Safety policies and procedures.</p> <p>All employees have a duty to take reasonable care for their own health & safety and that of others. In particular they must:</p> <ul style="list-style-type: none"> • Carry out all work in the prescribed manner and ensure that they follow training, information and instruction provided • Use equipment correctly at all times • Wear or use personal protective equipment provided • Report all unsafe acts, conditions, accidents or near misses • Suggest methods of eliminating hazards and reducing potential risks

	<ul style="list-style-type: none"> • Co-operate in the investigation of accidents with the objective of introducing methods to prevent a reoccurrence • Take part in risk assessments, workplace inspections, safety tours and audits when necessary • Observe safe systems and methods of working at all times, avoid taking short cuts or improvising which may give rise to unnecessary risks <p>Note:- Young Persons at Work Act (1997) - Apprentices under 18 years of age are not allowed to enter the pool to undertake water related rescue activities until they are over the age of 18 years. However, in such a situation they can provide assistance / support from the poolside.</p>
4	<p>Conduct</p> <p>The public are entitled to expect the highest standards of conduct from all employees who work for Local Government and that their conduct should never be influenced by improper motives.</p> <p>Employees should always remember the responsibilities to the community they serve and ensure courteous, efficient and impartial service to all groups and individuals within the community.</p> <p>Employees should be aware of the content of the Code of Conduct and ensure that they act within the Code at all times</p>
5	<p>Information security & data protection</p> <p>Employees should ensure that confidential material including material about individuals is handled in accordance with the law.</p> <p>Employees are individually responsible for any information in their care whether computerised or manual.</p> <p>All Council policies on these issues should be adhered to.</p>
6	<p>Health Surveillance</p> <p>Employees are required to undertake such health surveillance, at the cost of the Council, as may be required. This may be identified by risk assessments or be a statutory provision such as those within the Health and Safety at Work Act 1974 and The Control of Noise at Work Regulations 2005.</p>
7	<p>Safeguarding</p> <p>Employees have a responsibility to safeguard and promote the well-being of all vulnerable adults, children and young people who participate in our services or whom they come into contact with through discharging various functions. This includes situations where the Council works directly with adult, service users who have care of children. Employees should be able to identify abuse or neglect and understand their responsibilities and what to do should they ever suspect or become aware that a child is being neglected, is being abused or is likely to suffer abuse.</p>
8	<p>Values</p> <p>We believe that everyone has a role to play in making our Council successful.</p> <p>We expect everyone involved with Boston Borough Council to be:</p> <ul style="list-style-type: none"> • open and honest with people • enthusiastic, positive and proud about working for Boston Borough Council • patient with people and take time to understand their concerns • approachable and clear with people • open to new ideas and willing to learn • caring and to treat people with respect, consistency and fairness • focused on customers