

Job Description

Job title	Sports Centre Sports Officer
Directorate	PLACE : Regeneration, Community and Culture
Division	Sport, Leisure, Tourism and Heritage
Range	MPR 1
Reports to	Senior Sports Officer

Main purpose of the job:

To become part of the team that successfully operates Medway Council sports centres.

To provide excellent customer service.

To have experience assisting the delivery a range of sporting and fitness activities to include fitness classes, gym inductions, fitness programmes and swimming lessons.

To assist senior centre staff to ensure the centre operates safely, efficiently, and effectively always.

Undertake lifeguard duties, ensuring all swimming pools operate safely.

Liaise with stakeholders in a way that promotes the [vision and values](#) of the Council.

Accountabilities and outcomes:

To help to deliver a diverse range of sporting, aquatic, and fitness activities to meet the needs of Medway Council sports centre customers.

Assist senior centre staff to ensure the successful day-to-day operation of the sports centre to ensure centre facilities are always in the best possible condition and ready for use by customers.

Deliver excellent customer service providing information, advice, and sales as part of reception duties when required.

Ensure complaints are dealt with promptly to ensure customers' reasonable needs are met within the remit of the centre and informing senior centre staff of the nature of any complaints

Provide first aid to customers and staff.

Ensure Safeguarding and Protecting procedures are always followed.

To complete all elements of the Level 2 Leisure Team Member or equivalent apprenticeship are completed:

- Functional skills in Maths, English, and IT (when required)
- National Pool Lifeguard Qualification
- First Aid at Work
- KSB Business Admin
- KSB Leisure Operations
- Swim England Level 1 assisting
- Swim England Level 2 Teaching
- Active IQ Level 2 Certificate in Instructing Exercise and Fitness

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Organisation:

This role reports to the Senior Sports Officer

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

FIXED - The post holder will be permanently based at one of the following sports centre's, Medway Park, Strood Sports Centre, Hoo Sports Centre, Splashes sports centre although they may be expected to work at any location across Medway Sport facilities.



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Person Specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

- GCSE in English and Maths , NPLQ, First Aid at Work, Swim Level 1 and relevant online qualifications commensurate with health and safety and the need to provide an excellent service to customers.

Completed or working towards Swim level 2, Gym Level 2

Level B (in addition)

- not required

Level C (in addition)

- not required

Knowledge

Level A

Demonstrable experience of working in a team and with the general public

Knowledge of the procedures for a range of tasks, some of which, singly or in combination, are relatively complex, and of the operation of associated equipment and tools.

Experience in lifeguarding from completing National Pool Lifeguard Qualification (NPLQ)

Level B (in addition)

- not required

Level C (in addition)

- not required

Experience

Level A

Completed a mentoring programme within their apprenticeship learning.

Level B (in addition)

-

Level C (in addition)

-

Skills

Level A

Ability to start utilising the qualifications more formerly, with mentoring and supervision

Works within defined procedures and can work independently, using initiative to deal with straightforward situations, referring to line manager for unusual or difficult problems

Level B (in addition)

No required.

Level C (in addition)

- not required



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