

**Wolverhampton Council Apprenticeships**

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| **Real Job** | **Real Training** | **Real Success** |

**Role Profile**

**Level 2 Leisure Team Member Apprentice**

The Apprentice will be fully supported during their Apprenticeship, working with relevant assistance on basic tasks and learning new skills through the duration of the programme. This Apprenticeship can be aligned to entry level roles with the requirement that the Apprentice undertakes and records 20% off their work time, engaging with training or development related to the Apprentice role. Dependant on the type of Apprenticeship an Enhanced Disclosure and Barring Service process may be required (DBS check)

**Standard:** Leisure Team Member Level 2

**Department**: WV Active

**Directorate**: People

**Apprenticeship contract length:** 18 months

**Hours:** 37 per week (In line with shift working patterns, including weekends at each centre)

**Pay rate:**  £22,071

**Location**: Any suitable location within the City of Wolverhampton

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| **Overview of the role:** |
| The Leisure Team Member Apprenticeship is a great opportunity to begin your career in the Leisure Industry. You will work as a member of the team to provide a high-quality service which ensures the highest standard of customer care, cleanliness and ensures safe use and operation of all equipment and activities. The apprentice will also complete a Leisure Team member Level 2 apprenticeship, which will allow the apprentice to develop the required knowledge, skills, and behaviours to become successful within the role. This is an exciting opportunity for any candidate who has a drive and commitment to develop a career in the leisure industry. A candidate who is keen to learn and become a valued member of the team with flexible skills and attributes to develop into the future. |
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| **Principal duties and responsibilities:** |
| With guidance, present a professional appearance and attitude, to interact with the public confidently, responsibly and welcome all users of the facilities, upholding a positive image and delivering excellent customer service, offering advice and assistance where required.  With support, ensure the safety of all users in and around the centres, including the pools, gyms, and sport activity areas, by meeting training and qualification requirements and adhering to First Aid, Health and Safety regulations, Lifeguard and Fitness Instructor standards.  With support, provide high quality health and fitness instruction to service users and support the commercial operation delivering health and fitness programmes across the business and in accordance with the policies and objectives determined by the WV Active (the council).  With guidance and supervision perform building opening and closing procedures, undertaking plant and equipment checks to maintain the facility to a high standard of health and safety, cleanliness, and hygiene always.  **Lifeguard responsibilities**  The post holder will provide lifeguard cover, maintaining a vigilant watch and ensuring safe use of the pool always.  To caution swimmers regarding unsafe practices and safety hazards, ensuring pool regulations are adhered to and if required assisting pool users in difficulty - administering life saving techniques if necessary.  **Fitness Instructor responsibilities**  With support and guidance, administer and undertake practical health and fitness instruction including group exercise classes, community engagement activities, personal training, aquatic programmes, and fitness inductions (where required) at an appropriate level.  Assist with developing and refreshing group exercise class programmes and community initiatives/activities and ensuring classes and activities commence on time.  With support and guidance, support customers in any sport or fitness activities as directed by business need and across all WV Active Centres - administering first aid if required.  **Facilities and equipment responsibilities**  With support and guidance, carry out the highest standards of cleanliness, housekeeping, hygiene, safety, basic maintenance, and security always including the pool hall, gym, class and / or sports activity areas, changing areas and other facilities across the sites in accordance with the centre’s operational procedures.  Assist with pre-opening and closing building procedures, undertaking plant and equipment checks and reporting any repairs or maintenance issues. This includes carrying out chemical cleaning routines as detailed in the cleaning schedule and in accordance with COSHH regulations.  Assist with setting up and taking down equipment as required for both internal and external activities. Supervise public use of all facilities and equipment adhering to cleanliness and health and safety requirements  With support and guidance, be responsible for the issuing, use and return of all equipment utilised for use during exercise, swim, and fitness sessions/classes.  Under supervision perform regular inspections, both cyclical and prior to booking, of the gyms, pools, studios, other sports activity areas and equipment to ensure user safety - reporting any repairs or maintenance issues in accordance with operating procedures.  With support and guidance, discharge all health and safety requirements and report all accidents and issues of health and safety that may arise, completing documentation and following operational procedures.  **Customer service responsibilities**  With support and guidance, provide a friendly and professional approach, acknowledge, and greet customers in all areas of the centres, assisting wherever possible especially if a customer is waiting to be attended to or has an enquiry.  Assist with a broad knowledge of WV Active’s centres, facilities and services offered to provide customers with information, advice and assistance where required.  Assist with supervision of events, community initiatives, SEND and children’s activities, promoting all WV Active’s services and activities including memberships and the Learn to Swim programme.  To undertake specific duties as directed by supervising staff to ensure that the highest quality customer service is maintained - This includes working shifts in conjunction with other staff for the provision of a service covering the established rotas and opening hours of the establishment.  To recommend improvements in relation to services offered and standards set for the delivery of health and fitness activities across the business and in response to user feedback.  To assist and deal with customer queries and complaints - escalating to the management team when necessary.  Any other duties commensurate to the post.  **Training and development**  Attend regular training sessions to ensure compliance of Health and Safety regulations, First Aid, the National Pool Lifeguard Qualification and health and fitness (eg group exercise - Les Mills).  Attend staff meetings and undertake any suggested training requirements to ensure user and personal safety, safe operation of equipment and regulation or operating standards compliance.  Ensure ongoing personal development, attend mandatory courses and corporate training sessions as required. |
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| **Personal qualities:** |
| Committed, self-motivated and able to motivate others |
| Enthusiastic and energetic |
| Sociable and friendly personality - finds it easy to talk to a wide range of people |
| Organised, hardworking and driven |
| Well-presented and good communication skills |
| Punctual and excellent timekeeping |
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| **The post holder will be expected to:** |
| To act in accordance with the WV Active’s operational procedures, Council's Constitution, and other Codes of Conduct. |
| To act in accordance with the council's Constitution and other Codes of Conduct. |
| To participate in staff development, appraisal, and training as appropriate, including continuous professional development. |
| To comply with the council's agreed policies and procedures including but not limited to Health and Safety, and Equal Opportunities Policies, the Data Protection Act, Freedom of Information Act, Financial Management Regulations and other relevant Council and Government Regulations, Directives and City-wide priorities. |
| To undertake any other tasks, duties, and responsibilities as directed and appropriate to the grade and role of the post subject to any reasonable adjustments under the Disability Discrimination Act 1995 as incorporated into the Equality Act 2010. |
| To participate in the wider development of the service and contribute to service improvement as required. |
| City of Wolverhampton Council is committed to Corporate Parenting. “Corporate Parenting is the collective responsibility of the Council to provide the best possible care and protection for children who are looked after.” |

**Person Specification**

**Intermediate Apprenticeship / Level 2**

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| **Requirements** | **ESSENTIAL** |
| 1. **Personal Skills** | Essential   * Written and oral communication skills * Self-motivated, personal drive and enthusiasm * Ability to work as part of a team * Excellent interpersonal and customer service skills * Professional and friendly manner * Ability to relate positively to members of the public * Ability to treat personal information with discretion * Problem solving - finding solutions to problems * Flexibility in approach - to support colleagues and provide cover in line with service demands * Methodical, thorough, and organised approach to work |
| 1. **Experience** | Essential   * Genuine interest in working in a leisure, fitness and customer services environment and sports coaching / teaching / instructing   **For Lifeguard qualification you must be 16 or over**   * Jump/dive into deep water * Swim 50 metres in no more than 60 seconds * Swim 100 metres continuously on front and back in deep water and then tread water for 30 seconds * Surface dive to floor of pool (deepest part)   Climb out unaided without ladders/steps and where pool design permits  Desirable   * Customer Service experience |
| 1. **Knowledge** | Essential   * Good / excellent fitness levels * The ability to motivate and inspire people * An interest in and understanding of the benefits of a healthy lifestyle * Knowledge of nutrition and healthy diet * Ability to supervise and control designated public activity areas * Knowledge of WV Active’s centres, facilities, and services available * A knowledge of Health & Safety issues within a leisure facility, operating procedures, and emergency action plans   Desirable   * A broader understanding of sports provision and development and the work of Governing bodies e.g. UK Active, Sport England, CIMSPA etc |
| **4. Special**  **Requirements** | Essential   * Attend additional training as appropriate * An informed interest in the post and the organisation * An informed interest in health and wellbeing, sport, fitness, and leisure industry * Able to embrace change (and evolve) to make a difference to service delivery * Sporting/fitness background interests * Council and WV Active corporate approach and culture |
| **5. Commitment** | Essential   * Ongoing personal development * To provide excellent customer service by responding promptly and resolving customer enquiries/concerns wherever possible * To work across all sites and in line with established shift rotas and leisure services opening hours * Positive outlook - ‘Can do’ approach |
| **5. Education** | Essential   * Good overall knowledge of safeguarding, health and safety and First Aid   Desirable   * Sports coaching, teaching or fitness instruction qualification * GCSE passes at minimum grade E or 2 or equivalent qualifications such as L1 functional skills, key skills or basic skills   ***If you do not have these there will be an assessment completed prior to starting to ascertain the ability to complete the English and Maths alongside the apprenticeship.*** |