

Job specification



Job title: BeWell Recreation Assistant
Service: Resources - Leisure
Grade: G3
Reporting to: Assistant Manager

Your job

As a BeWell Recreation Assistant, you will work within the various leisure facilities across the Borough helping support, enhance, and deliver the day-to-day operations and services of our Be Well facilities. Working as part of a team, you will be required to undertake a range of operational duties such as assisting with the opening and closing of the facility, undertaking routine maintenance of equipment, and maintaining the cleanliness and safety of the environment. You will support programmed activities and take on duties of a Lifeguard.

The Be Well team are committed to support the health and wellbeing of our residents across the Wigan Borough. Whether this be supporting our youngest residents embark on their first swimming lesson or supporting individuals and community groups with existing exercise and wellbeing programmes. We pride ourselves on offering an extensive and diverse range of physical activity to support our residents.

You will be expected to work a variety of shifts which will vary across Monday to Friday and weekends on a rota basis.

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

In this job you will

On an ongoing basis you will:

- Undertake lifesaving / first aider duties competently at all times.
- Have the flexibility to work across all sites within the Wigan portfolio to ensure as and when required Recreation Assistants can be placed at any leisure site to ensure service delivery is not disrupted.
- Prepare and set up all wet and dry facilities for use.
- Ensure the safety and control of customers / users of the facility at all times in accordance with operating procedures and codes of conduct.
- Internal and external cleaning in accordance with work schedules and the needs and demands of the service.
- To give assistance to customers seeking advice and information.
- To assist customers and ensure that complaints and/or suggestions are referred to the relevant person in accordance with procedures.
- To give assistance with other general duties, ensuring that standards of security, stock and equipment are maintained.

- To carry out patrols both inside and outside the building and report any breaches of conduct / safety to the Assistant Manager.
- To provide assistance in the operation of Events (both on and off site) as requested by management.
- To undertake ongoing training as required to maintain the highest level of operational efficiency and competency relating to the job role.
- Promote Be Wells Equality and Diversity Policy in terms of employment and service delivery.
- Be a competent lifeguard on the poolside, always maintaining observation of the pool and users, ensuring water safety, early intervention and accident prevention, supervision of pool users, communicate with pool users and other team members, effect prompt rescues, use a range of rescue equipment
- Undertake any other duties as and when required by management that are commensurate with the grade and job title of the post.
- This post is subject to a DBS check.

In this job you will need

You must be able to demonstrate the following essential requirements:-

- National Pool Lifeguard Qualification (NPLQ) and evidence of ongoing/regular training to maintain competence.
- Continued attendance at monthly staff training sessions to maintain current qualifications and ensure your knowledge is up to date with industry changes.
- Appropriate training or shadowing will be explored and implemented to ensure Recreation Assistants are confident and equipped to cross work at all other sites additional to their current home site when necessary.
- Be willing to embrace career pathways to become multi-skilled in which Recreation Assistants will be trained and qualified in other disciplines.
- Experience of working within a leisure environment, to include the following, undertaking lifesaving / first aider duties, delivering customer service, undertaking cleaning duties, preparing wet/dry facilities for use, and demonstrated experience of dealing with groups, clubs, and organisations.
- Ability to save lives/administer first aid in accordance with an appropriate qualification.
- Interpersonal skills including friendly, outgoing person who likes to meet different people.
- Excellent team player.
- Ability to carry out different tasks cheerfully and with a positive attitude.
- Able and willing to work when most people are enjoying their leisure time.
- High standards of personal presentation and appearance.
- Excellent communicator.
- Able to anticipate problems and take action to prevent situations escalating.
- Excellent observation skills.

- Quick thinker, able to stay calm in emergency situations.
- Ability to provide a customer orientated service.
- Flexible and helpful.
- Satisfactory DBS check.

Our culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Team Wigan** behaviours.

Be Positive... take pride in all that you do

Be Accountable... be responsible for making things better

Be Courageous... be open to doing things differently


Be Kind... be helpful, generous and thoughtful towards yourself and others


#TeamWiganDeal


Together we will


Deliver Deal 2030, working alongside our communities to make Wigan Borough an amazing and inclusive place to live and work, building a better future.

We will


 Genuinely care for you and your wellbeing.


 Champion a culture that inspires you to thrive.

 Listen and engage with you to bring your ideas to life.


 Celebrate your contribution and support you to reach your goals and aspirations.

I will

 Look after my wellbeing and be kind to myself and others.

 Work with others across #TeamWigan to be courageous, innovative and embrace technology.

 Share my ideas and be accountable for making things happen.

 Own my development and let my passion and positivity shine through.