

1 The Job

Title	Operational Attendant
Department	Multiple
Type of Contract	Full Time
Reporting to	Duty Manager
Location	LeisureWorld Group
Salary	Not Disclosed

Purpose of Role

Your working week will include a combination of the following roles:

Lifeguard, Swim Teacher, Cleaning/Maintenance and Pitch Attendant

Responsible for ensuring the safety of facility users through prevention & identification of risks and hazards, and in the event of an incident ensuring the appropriate & timely response. Deliver a consistency high standard under the Swim Safe Programme, and provide excellent customer care in a safe and fun environment.

2 The Company

LeisureWorld is an Irish owned company founded in 1997 with the purpose of operating and managing local authority leisure centres throughout Cork City.

We operate three leisure centres at Bishopstown, Churchfield, Douglas, one golf course at Mahon and one arts & heritage visitor centre at St Peter’s Church in Cork City. We provide fully equipped gyms, excellent pool facilities, fitness studios and all-weather pitches. Our golf facility is located in a picturesque location with exceptional putting greens. St Peters Church dates back to the 12th century and now serves as a multidisciplinary arts centre on one of the city’s oldest building on the city’s most historic streets. Our centres are the perfect place for a family day out; to keep fit; to meet new friends; or just to relax and unwind. We aim to make a positive impact on individuals, the communities in which they live and the city as a whole.

Employee benefits:

- Family Membership for you and your family
- Reduced golf fees at Mahon Golf Course
- 50% Discount on Kids Camps
- 50% Discount on Kids Swimming Lessons
- Pitch Bookings are Free off Peak / Free Peak if not in use by Customer
- Birthday Parties #10 children €50 / # 10 plus €100 - To be booked with the Manger of your site due to our limited availability resource wise.

- Save money with our cycle to work scheme and plan for your future with access to the companies PRSA Pension scheme
- Health & Wellness Policy
- Multi-site & flexible work environment
- Free Parking

3

The Duties – Key Responsibilities & Accountabilities

- Adhere and implement all LeisureWorld policies & procedures
- Keep accurate records in relation to all aspects of work and prepare reports as required.
- Responsible for ensuring that the Tablets used for Swim Lessons are kept fully charged and in working order. Report any issues with the device to the Senior Manager immediately.
- Ensure full use of all equipment as per NOP.
- Proactively identify and report and potential hazards and incidents, to prevent any risks to customers and/or colleagues.
- Teach the LeisureWorld Swim Safe Programme in line with the syllabus and guidelines.
- Ensure best practice and delivery is followed when teaching privates, school and group bookings.
- Ensure customer service is to the highest standard when dealing with queries/concerns.
- Accept teaching advice and mentoring from the Grade 2 Swim Instructors, to improve your knowledge and skills as a Level 1 Instructor
- Monitor and record swimmers progress throughout each session on the Tablets provided by LeisureWorld
- Maintain the pool environment, setting up and taking down equipment as required.
- Additional duties as allocated by the Duty Manager
- Participate and successfully complete monthly staff training and other in-house training sessions, as required
- Keep up to date on CPD training courses, and continuously improve instructor knowledge and skills to remain up-to-date on all teaching practices and trends.

4

The Person

The successful candidate will possess the following skills, experience and competencies.

- Patience, empathy and a genuine desire to help others.
- The ability to build and maintain effective working relationships.
- Excellent customer care/service skills

Essential

- You hold an in date RLSS/IWS lifeguard qualification.
- You hold a min assistant Swim Teacher Certificate from Swim Ireland/IWS.
- LeisureWorld Pool competency test must be completed and passed.

- It is the employee's responsibility to keep their qualifications in date.
- Flexible with hours including days, evenings and weekends.

Desirable

- The desire to contribute to a positive environment A shared sense of purpose and commitment to Leisure World's values and evidence of demonstrating these values in practice.
 - Respect
 - Collaboration
 - Professional
 - Dynamic
 - Friendly

5 Application & Selection Process

The selection process may include short-listing of candidates and will be based on the requirements of the position. It is important that you provide a detailed and accurate account of where you believe your skills and experience meet the requirements for the position.

This should be contained in a cover letter accompanying your CV and should be sent to recruitment@leisureworldcork.com

6 Further Information

ISSUED BY THE HR DEPARTMENT AT LW MANAGEMENT

Applicants must have the legal right to live and work in Ireland.

We are an equal opportunities employer.