



Operations Assistant – Stantonbury Leisure Centre

Permanent – Full Time (37hrs per week)

Salary £20,258 to £23,620 commensurate with experience

30 days paid holiday (Incl. Bank Holidays)

An exciting opportunity has arisen for a **Full Time Leisure Operations Assistant** to join an enthusiastic, friendly and dynamic team at **Stantonbury Leisure Centre in Milton Keynes**. We are looking for a highly motivated, enthusiastic individuals to join our team. You will need to be customer service focussed, with a can-do attitude and a desire to exceed our member and guest expectations whilst delivering a top-quality service. Our OA's provide key operational support across all areas (Wet/Dry) of the Leisure Centre, whilst delivering excellent customer service levels at all times. The areas of responsibility are covered by three main strands: Customer Service, Health & Safety and Cleanliness. This position will suit someone who is looking for the chance to progress their career and take on a challenging role.

You will be working as part of the on-site operations team, working a variety of shifts to help support the centre's day to day operations. You will ensure the centre runs smoothly, in accordance with our Standard Operating Procedures along with all legal requirements and Health & Safety guidelines.

Working closely under the guidance your Duty Managers, you will promote and encourage the wider use of the centre and facilities to increase both usage and income. This is a diverse role where you will be asked to cover varying areas of the Centre on a daily basis. You will support all departments in areas such as setting up for activities, lifeguarding, cleaning, opening & closing tasks, guests, and supporting team members wherever needed.

Ideally we are looking for someone with experience in the Leisure and Hospitality industry. A flexible work approach is needed to meet the business demands in our peak times. The successful candidate will be supporting health and safety operations, driving customer service excellence and be part of a diverse motivated team.



The successful candidate will:

- Provide key operational support (Wet/Dry) across all areas of the Leisure Centre
- Work on a rota basis covering the full Centre opening hours
- Provide safe and effective pool supervision during your allocated lifeguard shifts
- Support the varied programme of activities and sessions and assist with daily operations ensuring effective, accurate and timely set-ups, take-downs and changeovers
- Provide a visible presence in swim, sports and physical activity areas of the centre to support and advise in safely and hygienically using all sports, and other physical activity equipment and products.
- Safely supervise activities within the centre and operate the equipment in a manner consistent with safe working practice, ensuring the efficient and effective operation of the facility
- Provide emergency shift cover across the centre as required and qualified for
- Be part of, maintain and ensure a clean, safe and welcoming operation, paying particular attention to building presentation ensuring high levels of cleanliness and housekeeping are maintained within the centre and provide high level of service standards to our guests.
- Conduct regular inspections to ensure cleanliness and adherence to quality standards
- Actively engage with members of the public in their use of the facilities, encouraging repeat bookings, dealing with customer queries and delivering an excellent level of customer service
- Effectively collaborate and communicate with other departments to coordinate activities and resolve any operational issues
- Be part of a motivated team fully embracing our company values
- Comply with current centre policies and procedures for members, guests and staff, including Safeguarding, GDPR, Fire & Health & Safety.
- To be flexible and able to work to suit the needs of the customers and the business, and have a “can-do”, team-player attitude; nothing is too much trouble for you!
- Have experience of working in a similar role within a fast-paced/high-footfall environment, and experience of delivering first class customer service to a diverse client base.
- Promote a safe working environment to our customers and staff
- Ensure all mandatory training, qualifications and memberships are up-to-date
- Commit to your own personal and professional development
- Other tasks and activities at reasonable management request to ensure the remit of the role is delivered



About you

You will need to:

- Be flexible to work evenings, weekends, and holidays on a rota basis as required by the needs of the Centre
- Have a flexible approach and be able to work under pressure in a calm professional way
- Have the ability to follow instructions and ensure that all policies and procedures are adhered to
- Have a good understanding of Health & Safety regulations
- Hold or be willing to obtain the required National Pool Lifeguard qualification and Pool Plant Operators
- Have or be willing to work towards achieving a recognised qualification in Leisure Management, Sports Development or related subject.
- Have or be willing to work towards achieving the required emergency response or level 2 health and fitness coach qualification.
- Have or be willing to work towards obtaining the required First Aid at Work and AED qualifications.
- Hold or be willing to obtain a Swimming teacher level 2 qualification
- Be willing complete an enhanced DBS check prior to starting in this role

Training and development opportunities will be offered. All staff are encouraged to study further and the trust will actively support staff to obtain relevant further qualifications where possible. Stantonbury Leisure Centre is an enterprise under Tove Trading Ltd (TTL) which is a newly formed wholly owned trading subsidiary of Tove Learning Trust created to look after the Trusts' commercial interests. Tove Learning Trust is a rapidly growing multi academy trust with 13 schools.

The Trust schools have a shared vision and purpose: to deliver outstanding educational experiences that lead to inspiring outcomes. Each academy has a strong individual identity and tailors their educational provision to serve their local community.

The Directors of Tove Trading Ltd are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

Closing date: 12 midnight on Wednesday 27th March 2024



How to apply:

Please submit a **covering letter** and a **copy of your CV** to hr@tovetrading.co.uk

Please note:

- Successful applicants will require an enhanced DBS check
- This vacancy may close early if we receive a high volume of applications

Tove Trading is an Equal Opportunities Employer