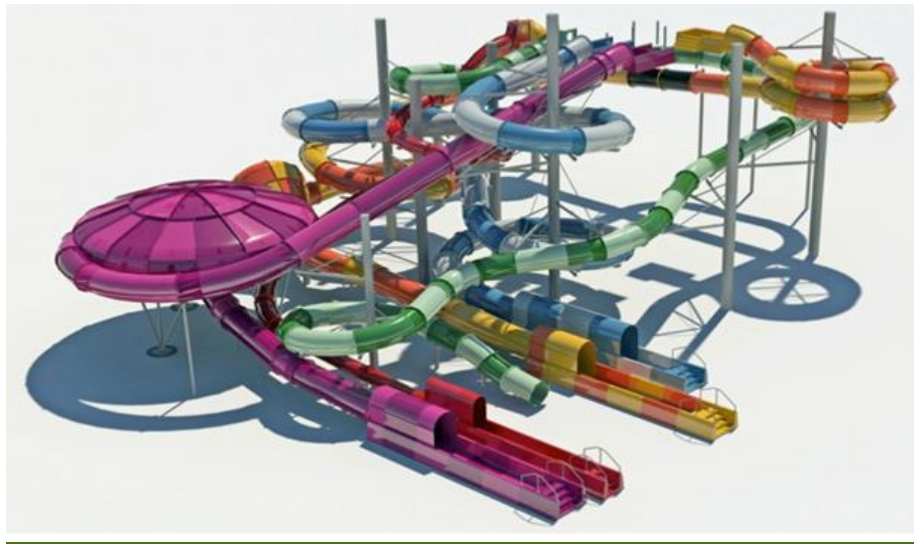


# Recreation Assistant

Job References: ECC/17/41527  
Closing date: 3 September 2017  
Interviews will be held by mutual agreement



## Contents

[Applying for this vacancy](#)

[Job Description](#)

[Person Specification](#)

[Additional information about the job](#)

[Terms and Conditions](#)

[More about applying](#)

# Applying for this vacancy

Please read the information in this document before you complete your application form.

**You will need to make clear:**

- **Why you are interested in the position**
- **What relevant skills and experience you have (refer to Job Description and Person Specification)**

Please complete the online application form in full as shortlisting will be based on the information provided on your application form.

Go to the job advert page and click on “Apply online”. You will be asked to register before you can complete your online form. Tips on applying online can be found at:

<https://www.bracknell-forest.gov.uk/applying-job/tips-online-applications>

We will be in touch with you via your email address.

You can still access the job details/application pack and view your application form after the closing date by logging into your account. You can also check the status of your application (e.g. whether shortlisting has taken place) in the same way.

## Any problems?

If you have any problems with your application, please contact the recruitment team on [job.enquiries@bracknell-forest.gov.uk](mailto:job.enquiries@bracknell-forest.gov.uk) or call 01344 352080.

Our preferred method of application is online, but if you are unable to do this, please contact the recruitment team, as above.



## Message from the Manager – Coral Reef Waterworld

### JOIN THE NEW CORAL REEF WATERWORLD TEAM

Coral Reef Waterworld originally opened in 1989 and is operated and managed by Bracknell Forest Council. Coral Reef is Bracknell's unique waterpark which boasts the famous pirate ship, giant water slides, water features, external lazy river, coral spa and restaurant. The Centre attracts 500,000 visitors per year with adults, children of all ages, groups and accessible for disabled users enjoying the water features. It is open all year round at peak and off peak times, weekends, school holidays and bank holidays. The Centre's programme includes parent & toddler sessions, swimming lessons, aqua aerobics group exercise sessions, children's birthday parties and group functions.

Coral Reef Waterworld is currently undergoing a major £13 million refurbishment project which will result in a replacement roof over the main pool hall and other roofs. There will be five new thrilling state-of-the art interactive giant water flume rides being installed within a new flume tower, enhancements to Coral Spa, upgrades to the external Lazy River area, a new changing village, a new Coconut Grove café and a new café in reception, a redesigned new reception area and other areas of the building. The new Coral Reef is planned to reopen in September 2017 and we are looking to recruit a new Coral Reef team.

The role of Spa Receptionist will be on a permanent part-time shift basis, and assist the Duty Manager and Reception Supervisor in the efficient and effective day to day operation of the Centre's facilities and services. It is essential you have customer service experience and basic computer skills. You will also need to have the ability to swim and pass a rescue test.

You will need to have good communication skills, be enthusiastic, have a positive attitude and approach to working at a very busy leisure centre.

In return you'll have the benefit of working in a friendly team within a unique, fun environment.

For more information on the site please visit: <http://www.bracknell-forest.gov.uk/coralreef>

If you would like to find out more information about the role then please email [coral.reef@bracknell-forest.gov.uk](mailto:coral.reef@bracknell-forest.gov.uk) leaving a contact number and we will contact you.

**Gary Swann**  
**Centre Manager**  
**Coral Reef Waterworld**

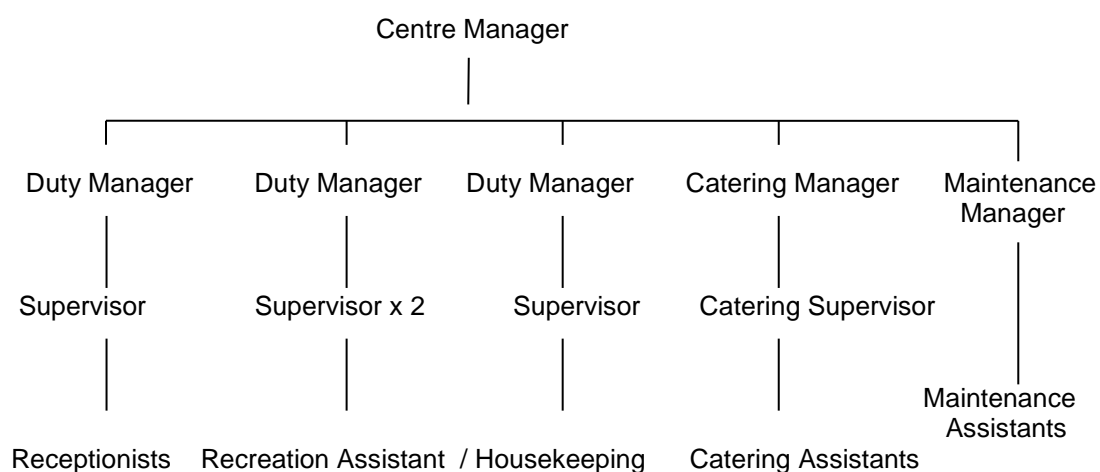
# Job Description

<b>Department/Division:</b> Environment, Culture & Communities/Leisure & Culture	<b>Job Title:</b> Recreation Assistant (Permanent)
<b>Salary:</b> £18,357 per annum	<b>Location:</b> Coral Reef, Bracknell
<b>Post reference:</b> CR 9 to CR 22	<b>Date:</b> June 2017

## JOB PURPOSE

- To assist the Duty Managers/Supervisors in the efficient and effective safe operation of the pool, flumes and the centre.
- To assist with accident and incident prevention and first aid/pool rescues.
- To assist the management in delivering the cleaning programme to meet the high cleanliness standards at the centre.

## DESIGNATION OF POST AND POSITION WITHIN DEPARTMENTAL STRUCTURE



**Plus casual staff - A maximum total of about 50 staff at any one time.**

## MAIN DUTIES AND RESPONSIBILITIES

- ◆ To act as Recreation Assistant on a shift basis, and assist the Duty Manager and Pool Supervisor in the efficient and effective safe day to day operation of the Centre's facilities and services.
- ◆ To supervise all customers of the Centre ensuring they behave in a manner that will not endanger themselves or other users and in a manner that will not cause distress to other customers.
- ◆ To be proactive in accident prevention and undertake aquatic rescues and provide emergency first aid treatment as and when necessary.
- ◆ To have a sound working knowledge of the Centres various written procedures and ensure they are complied with.
- ◆ To ensure a high standard of cleanliness is maintained throughout the Centre, by undertaking cleaning duties as directed.

- ◆ To portray a professional image at all times
- ◆ Ensure a high standard of customer experience and service is delivered at all times.
- ◆ To maintain a current RLSS National Pool Lifeguard Qualification and First Aid Certificate.
- ◆ To undertake training as necessary to ensure competency and qualification is maintained in all aspects of the job.
- ◆ To undertake any other duties as might be expected with this position, which may be allocated from time to time.
- ◆ To undertake other responsibilities as directed, which are compatible with the postholders' role, qualifications and experience, in the interests of the authority and its services

*It should be noted that the above list of principal duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only.*

#### **SCOPE OF JOB (Budgetary/Resource control, Impact)**

The post of Recreation Assistant has a key front line role in assisting the Duty Manager and Pool Supervisor in the Centre's operation and the provision of a quality leisure service.

Coral Reef has 54 established posts; this equates to 35 full time equivalents. These are supplemented by up to 40 casual staff during the busy summer period. The Centre's annual expenditure is approximately £1.5 million; The target for income is in the region of £1.5 million.

The facility was opened in 1989 and cost nearly £10 million to build. It attracts in the region of 500,000 customer visits a year. A major refurbishment project in 2016/17 will result in a replacement roof over the main pool hall and other roofs refurbished, 5 thrilling state-of-the art interactive giant water flume rides being installed within a new flume tower, enhancement to the Coral Spa, upgrading the external Lazy River area, a new changing village, a new Coconut Grove café and a new café lite in reception, a redesigned new reception area and other areas of the building.

N.B. This post is subject to a DBS check

# Person Specification

<b>Job Title:</b> Recreation Assistant (Permanent)	<b>Department/Division:</b> Environment, Culture & Communities/Leisure & Culture
<b>Location:</b> Coral Reef, Bracknell	<b>Date:</b> June 2017

KEY CRITERIA	ESSENTIAL	DESIRABLE
<b>Qualifications and Training</b>	RLSS National Pool Lifeguard Qualification (NPLQ) or the ability to achieve the NPLQ	CIMPISA short courses.  Health and Safety qualifications and training  First Aid at Work Qualification
<b>Competence Summary (Knowledge, abilities, skills, experience)</b>	Competent lifesaving skills.  Competent accident prevention knowledge or skills	Knowledge of any relevant legislation. (Health & Safety, Security, Employment, Consumer law etc.)  Safeguarding
<b>Work related personal requirements</b>	Enthusiasm for the job.  Physically able to undertake aquatic rescues, provide first aid, and carry out other physical tasks as specified in the Job Description.  To be responsible and trustworthy.  Ability to work well within a team and take instruction from the Management.  The ability to converse easily in spoken English, explain complex or technical information to members of the public and respond effectively to detailed or complex questions for an extended period of time.	Good written and verbal communication skills.  Ability to work with the minimum of supervision.
<b>Other Work Requirements</b>	Flexible approach and ability to work a flexible shift pattern across all seven days of the calendar week.  Satisfactory DBS check	Ownership of own transport.

# The Post

This post is offered on a permanent 37 hours per week shift basis. It is located at Coral Reef Waterworld, Nine Mile Ride, Bracknell, RH12 7JQ.

## The Section

Coral Reef Waterworld is currently undergoing a major £13 million refurbishment project which will result in a replacement roof over the main pool hall and other roofs, five thrilling state-of-the art interactive giant water flume rides being installed within a new flume tower, enhancements to Saunaworld, upgrading the external Lazy River area, a new changing village, a new café and a new café in reception, a redesigned new reception area and other areas of the building. The new Coral Reef is planned to reopen in September 2017

## About the Department

The following link takes you to more information about our Department  
<http://www.bracknell-forest.gov.uk/environmentcultureandcommunities>

## Learning and Development

It's important to us that you feel confident to do the best in your job.

We actively encourage all employees to take up the wide variety of learning and development opportunities available to them. These range from qualification programmes, such as the Institute of Leadership and Management awards, National Vocational Qualification certificates and Diplomas through to face-to-face workshops on a wide variety of topics including Information Technology, Health and Safety, safeguarding, etc. We also support internal coaching and mentoring opportunities, secondments, project working and access to a range of e-learning material.

We also have a formal appraisal scheme with mid term reviews. This identifies skills gaps as well as aiding in the overall management and personal development process.

## Staff Benefits

Please visit <https://www.bracknell-forest.gov.uk/jobs/working-council>

Pension scheme, four weeks paid holiday, free use of facilities & family discounts, subsidised meals (when on duty), uniform, continuous training, career progression & opportunities.

## Terms and Conditions

The post will be offered as a permanent contract subject to **one** month's notice on either side.

Offers of appointment are subject to satisfactory references, medical clearance and if applicable to the post, a Disclosure & Barring Service check (formerly CRB disclosure). All employees will also be required to undertake a probationary period of 6 months. Appointment onto the permanent staff will be subject to the successful completion of this probationary period.

## Salary

The salary for this post is £18,357 per annum (equivalent to £9.50 per hour).

## Working Hours

The average basic working week is 37 hours. This will be worked on a shift rota basis which will include daytime, evenings, weekends, school holidays and bank holidays.

## Holidays

The annual holiday entitlement is 23 days/hours plus bank holidays. Annual holiday entitlement increases with length of service (4 extra days/hours after 3 years continuous Local Government service).

## Pension

Bracknell Forest Council operates the Local Government Pension Scheme, which is a Career Average Re-evaluated Earnings (CARE) scheme, open to everyone up to the age of 75. Contributions depend on salary level, for example, a salary of £21,001 to £34,000pa contributes at 6.5%.

## More about applying

### References

Please give the names and addresses of two people who will provide a reference. At least one should be from your current/last employer, but references from school/colleges are also acceptable. If you give a home address for a referee, please indicate which employer or school/college they represent.

For posts in contact with children/young people or vulnerable adults employment references will not be accepted from relatives or people writing solely in the capacity of friends. However, your referees may include someone you know with standing in the community i.e. a teacher, vicar etc

### Working in the UK

You must be entitled to work in the UK before you can start work with us. If you have any doubt of your ability to work in the UK visit: [www.ukba.homeoffice.gov.uk/workingintheuk/](http://www.ukba.homeoffice.gov.uk/workingintheuk/)

### Positive about people with a disability

We are a Disability Symbol User and as such have made a commitment to guarantee an interview to all applicants with a disability who meet the essential criteria of the person specification.

To help us with our commitment to this guarantee, please indicate if you have a disability on your application form.



## Equal Opportunities

We are an equal opportunities employer and are committed to providing equality of opportunity to all. Our aim is to treat all employees and prospective employees with integrity, respect and consideration.

We aim to ensure that individuals are recruited, selected, trained and promoted on the basis of ability, job requirements, skills, aptitudes and other objective criteria. In this respect we will ensure that no job applicant or employee receives less favourable treatment on the grounds of race, colour, nationality, ethnic or national origin, sex, sexual orientation, religion or belief, age, marital status or disability, or is disadvantaged by conditions or requirements which are not covered by legislation or existing codes of practice.

## Medical Questionnaire

You may be asked about your physical ability to perform the job during interview. As a condition of the Offer of Employment, the successful applicant will be asked to complete an Occupational Health questionnaire from which our Occupational Health Advisor will assess your medical suitability to do the job. You may be required to attend a medical examination.

## Working with Children and Adults at Risk

Bracknell Forest Council is committed to safeguarding and promoting the welfare of children and young people/adults at risk and expects all employees, workers and volunteers to share this commitment. We will ensure that all our recruitment and selection practices reflect this commitment.

This position requires an Enhanced DBS check (formerly known as a CRB disclosure) because it involves contact with (or access to data concerning) children/young people/ adults at risk. On your application form, you will need to tell us about any spent convictions, cautions, reprimands or warnings which may later appear on your DBS Certificate.

To find out more about the application process for working with children, young people and adults at risk visit <https://www.bracknell-forest.gov.uk/applying-job/applications-work-children-young-people-or-adults-risk>

The Local Safeguarding Children's Board (LSCB) has responsibility for working together to oversee the safety and well-being of children and young people in Bracknell Forest. Find out more about the LSCB at <https://www.bracknell-forest.gov.uk/health-and-social-care/keeping-adults-and-children-safe/protecting-children/safeguarding-children-board>

## What Happens Next To Your Application?

To find out more about the recruitment process please visit <https://www.bracknell-forest.gov.uk/applying-job/recruitment-process>