highlife highland na gàidhealtachd | MAKING LIFE BETTER

i-care integrity community accountability respect example

JOB DESCRIPTION And PERSON SPECIFICATION

JOB TITLE: Leisure Assistant (Wet)

SALARY: £27,166 - £27,917 pro rata
Salary placing is normally at the first point of the scale.

£16.30 per hour Swim Instructor
£20.13 per hour Tutor Coach

HOMEWORKING: This post is not suitable for homeworking

RESPONSIBLE TO: Leisure Supervisor / Operations Manager

JOB PURPOSE:
- Frontline delivery of leisure facility services
- Frontline delivery of High Life Highland's "High Life" scheme

KEY DUTIES AND RESPONSIBILITIES INCLUDE:

- Actively promote a positive and collaborative workplace culture that supports the Charity's purpose of Making Life Better and i-care values to increase morale, productivity and performance.
- Responsible for the safe supervision of the facilities and the health and safety of all facility users
- Provide effective, preventative life guarding of all pool sessions.
- Carry out the emergency action plans in the event of any accident or injury and to effect water rescues and first aid treatment in line with the appropriate training.
- Maintain physical and lifesaving training at the level required to comply with current Health & Safety regulations and any other additional standards set by High Life Highland and participate in any training provided to assist with this requirement.
- Assist with and supervise the efficient and safe operation of water and land-based activities.
- Organise and lead activities and classes within the programme as required.
- Teach swimming as part of our Swimming Programme as required. For which the appropriate pay grade will be paid
- Encourage safe and acceptable user behaviour.
- Ensure that items of fixed and portable equipment are maintained to the required standard of safety and cleanliness and are set out safely when required.
- Liaise with other users and other centre staff on the day-to-day operation of the centre.
- Update yourself regularly on all written procedures where relevant.
- Bring to the attention of the centre manager or supervisor any improvements that might increase the effectiveness and efficiency of the centre.
- Ensure the facility cleaning programme is carried out to the required standard.
- Carry out reception/cashier duties including admission and cash control.
- Deliver inductions in the Fitness Suite
- Promote and sell High Life Memberships to potential new customers

- Provide the required high level of customer care.
- Pursue continuous professional development and contribute to the continuous improvement of the Leisure Centre and High Life Highland as a whole.
- Attend and undertake any training online or in person.
- Aim to reduce wastage and uphold our environmental values of being as sustainable as possible in all tasks.
- Assist and support other areas of High Life Highland with particular projects, training or in the event of holidays or sickness working cross-functionally across the Leisure team.
- Undertake all tasks in accordance with High Life Highland policies and procedures, including General Data Protection Regulations, health and safety procedures, relevant checks, reporting any concerns to management to ensure corrective action is taken.
- Maintain an awareness and knowledge of the risk management responsibilities appropriate to their role, as identified within the HLH Risk Policy and associated guidance documentation.

Other Duties:

You may be required to perform duties, appropriate to the post, other than those given in the job specification. The particular duties and responsibilities attached to posts may also be varied without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and would not themselves justify reconsideration of the grading. As a result of such variations, it will be necessary to update this job specification from time to time.

Date: June 2026

High Life Highland (HLH) is committed to the protection and safeguarding of vulnerable groups, including children and protected adults and believes that they should never experience any kind of abuse. It has a responsibility to promote the welfare of those in vulnerable groups and to keep them safe and to practice in a way that protects them. HLH expects all those with whom the Charity engages to share this position. Where applicable, new positions will be subject to the appropriate level of Disclosure Scotland checking; identity checks (address, date of birth)employment/experience history, two references (one of which must be most recent employer, where appropriate), qualifications, Right to Work in the UK (where applicable). The above will apply to anyone working on behalf of HLH (paid or unpaid) including all board directors, staff, workers, volunteers, agency staff and students.

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ESSENTIAL ATTRIBUTES:

To be able to carry out the duties of this post effectively and safely, candidates will be able to provide evidence of the following:

EXPERIENCE

- Leisure industry experience
- Experience of working as part of a team

EDUCATION AND QUALIFICATIONS

- National Pool Lifeguard Qualification
- Scottish Swimming Teachers Qualification (desirable, training will be provided)
- Emergency First Aid
- Safeguarding Vulnerable Groups Training
- NGB/SVQ Coaching Qualifications
- Industry recognised Health and Fitness Certificates
- Level 2 Gym Instructor would be highly desirable

SKILLS/ATTRIBUTES GENERAL

- Effective communication skills
- Effective customer care skills
- Numerate and Literate
- Well motivated and good initiative
- General cleaning skills

SKILLS/ABILITIES SPECIFIC TO THE POST

- A general awareness of health and safety issues within a leisure environment.

INTERPERSONAL AND SOCIAL SKILL

- Ability to relate well to staff and customers
- Enthusiastic and dynamic personality with ability to motivate and inspire others