



TONBRIDGE
SCHOOL

Senior Recreation Assistant Tonbridge School Centre



THE DEPARTMENT AND POST

At Tonbridge School Centre we are a team of over 100 staff, all dedicated to offer exceptionally high-quality Leisure provision for Tonbridge School boys, and the wider public community. Tonbridge School Centre (TSC) offers some of the very best sport, leisure and gym facilities in the Southeast England and is the home of our TSC Members' Leisure Club.

The TSC Members Leisure Club is our public Members Club. Our extensive Centre facilities include a multi-level gym suite, 25m indoor swimming pool, sauna, classes studio, external tennis courts, athletics track, sports hall, astro pitches, and external basketball court.

Tonbridge School Centre is also the home of Recre8. Our children's sport, educational and creative activities and courses open to all children aged 3 – teen during term-time and school holidays.

The Senior Recreation Assistant plays a key role within the Tonbridge School Centre team, contributing to the safe and effective daily operation of the facility. The role combines frontline customer service with responsibilities in lifeguarding, duty management and general facilities operations. The post-holder supports the Operations Manager by supervising staff, maintaining high service standards and ensuring all operational procedures are consistently followed. They will carry out routine health and safety checks, respond to emergencies in line with NPLQ training, and assist in staff training and equipment setup. A strong focus on customer care and professional conduct is essential in providing a welcoming and safe environment for all users. The role also requires adherence to safeguarding, confidentiality and health and safety standards at all times.



JOB DESCRIPTION

Job Title: Senior Recreation Assistant

Reporting to: TSC Operations Manager

Main Purpose: To work as part of the Tonbridge School Centre team in delivering exceptional customer service, including lifeguarding, duty management, facilities operations and health and safety.

MAIN DUTIES

- Undertaking lifeguard duties to ensure the safety of pool users at all times.
- Attending staff training as part of the National Pool Lifeguard Qualification.
- Administering first aid and implementing lifeguarding procedures in accordance with the NPLQ training.
- Maintaining any related training requirements.
- In the absence of the Operations Manager, supervising the Recreation Assistants and casual staff.
- Undertaking Duty Manager duties as required in managing the day-to-day operations of the Centre.
- Assisting in the training of staff in the setting up and breaking down of equipment and safe storage.
- Implementing the Centre's Normal Operating Procedures and Emergency Action Plan as required.
- Ensuring the Centre's Normal Operational procedures are adhered to at all times, ensuring that regular checks are being undertaken.
- Carrying out regular Health & Safety/Building inspections as required and notifying senior staff of any irregularities and updating record keeping.
- Assisting the Operations Manager and Duty Managers with operational responsibilities which could include check sheet management, vending, rota cover, time sheet checks, staff quality control and others as directed.
- Managing RA daily, weekly and monthly check sheets.
- Ensuring the highest possible customer service standards are implemented for all users and visitors to the Centre.
- Working on other leisure related projects.
- Undertaking any other duties as requested by the Line Manager.

CONFIDENTIALITY

The successful candidate must maintain the confidentiality of information regarding the School, its staff and its business. Information must not be communicated to other persons in or outside the School except in the recognised course of their duties.

CHILD PROTECTION

The post-holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom he or she is responsible, or with whom he or she comes into contact will be to adhere to and always ensure compliance with the School's Safeguarding and Child Protection Policy. If in the course of carrying out the duties of the post the post-holder becomes aware of any actual or potential risks to the safety or welfare of children in the School he or she must report their concerns to the Designated Safeguarding Lead or to the Headmaster.

PERSON SPECIFICATION

Skills and Abilities

- Excellent verbal and written communication skills with an ability to deal with a wide range of people including School staff, boys and parents in a professional and friendly manner.
- Ability to work on own initiative and able to see jobs through to completion.
- Team player with willingness to support others in their roles.
- Strong interpersonal skills and customer service focus.
- Ability to lead a team.
- Adaptable with good problem-solving skills.
- Personal commitment to professional development to increase skills, knowledge base and up-to-date working practices.
- Well organised, flexible and professional approach.

Knowledge and Experience

- Knowledge of leisure facilities operation and current leisure management practices.
- Knowledge of centre operations including health and safety, COSHH, RIDDOR and customer service.
- Experience in overseeing and upholding high standards in facility presentation, customer service, and customer care.

Qualifications

- Current National Pool Lifeguard Qualification
- Experience of working as a Lifeguard/Recreation Assistant (Desirable)

HOURS OF WORK

This is a full-time, year-round position, working 40 hours per week on a rotating shift system.

Example shifts include:

- Monday to Friday: 5:30 am – 2:30 pm or 1:30 pm – 10:30 pm
- Saturday: 7:30 am – 8:30 pm
- Sunday: 8:30 am – 8:30 pm

Weekend work is required one in every three weekends.

REMUNERATION AND BENEFITS

Generous salary plus benefits package including:

- Pension scheme
- Generous annual leave plus statutory bank holidays
- CPD opportunities
- Lunch provided free of cost during term time
- Staff fee remission
- Staff car parking
- Subsidised Sports Centre membership (staff rates)
- Subsidised EMF Theatre tickets (selected performances)
- Membership of the School Library

Tonbridge School is committed to safeguarding and promoting the welfare of children and applicants must be willing to undergo child protection screening appropriate to any post, including checks with past employers and the Disclosure and Barring Service.

APPLICATION PROCESS

SUBMITTING AN APPLICATION

Full details and an application pack may be found at:

<http://www.tonbridge-school.co.uk/jobs>

Apply via our online application form or, send your completed application form to:

hrdept@tonbridge-school.org

01732 365555

Closing Date: Wednesday 17 September at 12 noon

We reserve the right to interview and appoint prior to the closing date for applications, so early applications are encouraged.

