

Job Title: Sports Assistant/Lifeguard

Grade: 3

Salary: £23,924 to £24,590 per annum, pro-rata

Department: Sport & Active Life

Hours/Contract: Full-time, fixed term till 07 August 2026

Job Family: Community and Operational

Reference:11995

Role Purpose

Provide a welcoming, safe and fully accessible experience for all participants.

Working as a member of a small team, the Sports Assistant/Lifeguard contributes to the delivery of the Sport & Active Life service within the Sports Centre and associated facilities.

Specifically, poolside/Lifeguard duties, opening facilities, taking bookings, monitoring and recording Health and Safety (H&S) and other information (including pool and spa water tests), engaging in cleaning duties, selling and administering memberships, taking court fees and securing facilities at night.

In addition, the post holder organises sporting competitions, fixtures and events to develop & extend the sporting offer within the Centre.

The role does involve some lone working and working outside for limited periods.

Main Duties and Responsibilities

- Lifeguard supervision for all swimming pool users of the Danielle Brown Sports Centre, including all wet side facilities. They will provide information and deliver a first-class customer service, ensuring an inclusive and accessible experience for all facility users.
- Welcome members into the facility, control access, provide information and complete general administrative tasks, including the booking of all university sports facilities via the dedicated online booking system, monitoring and recording bather loads
- Act as first responder to any swimming pool, sauna, steam room and spa pool emergency. Implement successfully on a day-to-day basis the operational Health & Safety regime established within the facilities, including carrying out pool and spa water tests and taking water and air temperatures every two hours whilst on the poolside and reporting any broken or faulty equipment.
- On a day-to-day basis, clean designated activity areas to a required standard
- Any other duties commensurate with the grade of this post





Internal and External Relationships

- 7000 Sports Centre members (4000 students, 3000 staff, public & alumni)
- 2000 member "Team Leicester" club (Students & staff)
- Staff within department (Duty managers, Recreation Assistants, Fitness Advisors, Aerobics teachers)
- Collaborate with the University's Accessibility Team to ensure facilities and programming remain inclusive.
- External contacts (outside groups, i.e. Hockey Clubs, conference guests)

Planning and Organising

- Make effective decisions to ensure a safe, inclusive and accessible environment for all users throughout their shift, to be able to complete all tasks and comply with local health and safety and RLSS pool and wet-side supervision.
- Make simple arrangements and bookings, according to detailed instructions, and be involved in the preparation of straightforward materials to assist in the effective organisation of external and internal activities.
- Sell membership to the sports centre to students, staff, alumni and members of the public.
- Carry out defined tasks according to detailed instructions.

Qualifications, Knowledge and Experience

Essential

- National Pool Lifeguard Qualification*
- Understanding of Safeguarding best practice to protect and promote the safety, dignity and inclusion of children, young people and adults at risk.*
- Experience working within a customer service environment*
- IT literate across the range of MS Office programmes *
- Pass an enhanced DBS check *

Desirable

- Basic knowledge of Health and Safety policy and procedures
- Current, valid First Aid at Work certificate
- Experience of working within a recreation/leisure environment
- Disability Inclusion Training
- Pool Plant Qualification





Skills, Abilities and Competencies

Essential

- Accuracy and attention to detail*
- Enthusiasm and knowledge of the sporting world and fitness*
- Good written and verbal communication skills.*
- Ability to demonstrate empathy and proactive problem solving for customers, i.e., those with disabilities, ensuring equitable access to facilities and programmes. *
- Provide a good customer service*

Desirable

- Flexibility and empathy for the student environment
- Ability to remain calm under pressure
- Ability to multitask
- Courteous and effective exchange of basic information
- High standards of personal presentation
- An outgoing and friendly manner
- A good telephone manner
- Must be able to swim

****Criteria to be used in shortlisting candidates for interview***

Reason for Fixed Term Contract

The reason for the fixed term contract is stated in section 1.9 in the summary of contractual terms in your contract of employment.

Criminal Declaration and Disclosure and Barring Service (DBS).

If you become an employee, you must inform your manager immediately, in writing, if you are the subject of any current or future police investigations/legal proceedings, which could result in a criminal offence, conviction, caution, bind-over or charges, or warnings.

This post is exempt from the Rehabilitation of Offenders Act 1974 because the appointee will have substantial access to young people and/or vulnerable adults. Therefore, an appointment to this post will be subject to checking through the Disclosure and Barring Service (DBS). The successful applicant for this post will, therefore, be required to give consent for the University to check and obtain appropriate clearance with the DBS for the existence and content of any criminal record in the form of an enhanced check – with child barred.

Information received from the DBS and the police will be kept in strict confidence and will be destroyed once the University is satisfied in this regard.





Supporting University Activities

As a University of Leicester citizen, you are expected to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We expect all staff as citizens to work flexibly across the University if required.

University Values

Inclusive - We are diverse in our makeup and united in ambition. Our diversity is our strength and makes our community stronger.

Inspiring - We are passionate about inspiring individuals to succeed and realise their ambitions. We challenge our community to think differently, to get involved, and to constantly embrace new ideas.

Impactful - As Citizens of Change we will generate new ideas which deliver impact and empower our community

Equality and Diversity

We believe that equality, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equality support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equality, diversity and inclusion.

