ROLE PROFILE

Recreational Assistant – Oasis or Lido	
Reporting to:	Oasis or Lido Manager or Duty Manager

Role purpose:

To you will provide a warm welcome to our guests, maintaining a high standard of cleanliness in all communal areas.

Responsibilities

- Role model the company values and behaviours at all times: Hospitality, Passion, Trustworthiness, Excellence, Stewardship, Kindness
- General cleaning of the changing areas, toilets, showers, cubicles and lockers
- Deep cleaning duties of our facility
- Stocktake cleaning supplies, ensuring there is always a full supply
- Assist poolside with cleaning when needed
- Completing allocate tasks for your shift
- Safe handling of cleaning chemicals
- Promote a healthy and hygienic facility
- Maintain a welcoming atmosphere to The Oasis or Lido
- Be aware of Health and Safety procedures

Progression in role:	**Training for role**
Entry - Good level of spoken English - Strong interpersonal skills - Positive attitude - Able to work weekends and bank holidays - Good sense of humour - Be passionate about customer service delivery and exceeding our members and guests' experience - Be clean and presentable - Have an outgoing and friendly personality - Be flexible and willing to work in either Oasis or Lido, as required	Company orientation and induction General health and safety Fire safety Risk assessment Moving and Handling GDPR COSHH
Competent – three months - Standards of hygiene and general cleanliness are excellent - Team member has good relationship with regular guests and members - Works well with colleagues - Good attendance and time keeping - Shows flexibility when asked to help others	Diversity and Inclusion

• Stock control is well-managed	
Advancing • Helps new team members to learn role in a positive way • Is familiar with owners and members	
Excellence • Suggests practical improvements to workings of department or service • Shows a willingness to assist colleagues and to learn new skills	
Key measures Holidaymaker survey: accommodation/ service/ holiday overall/ NPS Owner survey Complaint ratio H and S Audit	