



**JOB DESCRIPTION FOR LEISURE CLUB ASSISTANT  
FEB 2026**

A list of job duties associated with your job title is set out below. This job description is non-contractual, and the Company reserves the right to amend, withdraw or depart from its provisions at its discretion. Subject to the Company's business requirements you may be required from time to time to undertake other work within your capacity and the Company reserves the right to amend the job title and/or job description from time to time, on a temporary or permanent basis, to reflect your own development or the Company's business needs.

Job title	<b>Leisure Club Assistant</b> Burleigh Springs Leisure Club
Band	B1
Team	Operations
Purpose of role	<p>The leisure club assistant helps ensure members and guests have a positive experience by maintaining clean, safe facilities, offering friendly support, and assisting with day-to-day club operations.</p> <p>The leisure club assistant is responsible for supporting the smooth, safe, and welcoming operation of a leisure or fitness facility. The role blends customer service, facility upkeep, and operational support.</p>
Reports to	Leisure Club Manager
Manages	N/A
Main duties	<p><b>Customer service</b> — Greeting members, answering questions, handling enquiries, and providing general assistance around the club.</p> <p><b>Facility upkeep</b> — Cleaning equipment, poolside areas, changing rooms, studios, and public spaces to maintain hygiene and presentation standards.</p> <p><b>Equipment support</b> — Setting up and putting away gym or class equipment, checking for damage, and reporting maintenance issues.</p> <p><b>Health &amp; safety</b> — Monitoring member behaviour, ensuring rules are followed, completing basic safety checks, including water checks and supporting emergency procedures.</p> <p><b>Membership support</b> — Assisting with sign-ins, membership queries, and occasionally helping with tours for prospective members.</p> <p><b>General administration</b> — reception duties, record-keeping, stock checks, and replenishing towels or supplies.</p>
People skills	<ul style="list-style-type: none"> <li>• Positive, open-minded outlook, innovative, flexible, and responsive to changing customer needs</li> </ul>



	<ul style="list-style-type: none"><li>• Strong communication skills. Ability to communicate effectively and listen to guests and team members</li><li>• Good judgement skills to determine reactions and responses and to make sound decisions</li><li>• Honesty to be able to build trust with hotel guests and team members</li><li>• Proactive problem solving to be able to come up with solutions and deliver a perfect outcome with ever changing information, requests within the operation.</li></ul>
Technical skills	<ul style="list-style-type: none"><li>• Experience working within a customer facing role.</li><li>• Passion for customer satisfaction through Gym training programmes, personal training sessions.</li></ul>
Qualifications & Experience	<ul style="list-style-type: none"><li>• Experience working within a Leisure and spa operation</li><li>• Lifeguard qualification</li></ul>

I have given a copy of the above to (insert name) and have explained all aspects of it.

Name of Manager (please print)  
Signature of Manager  
Date

I confirm that I have been taken through the above, understand it and have received a copy of it.

Employee name (please print)  
Signature of employee  
Date