

JOB DESCRIPTION

Job Title	Leisure Attendant – 2 posts
Job Reference Number	YT2211
Closing Date	Sunday 27 February 2022
Interview Date	Wednesday 9 March 2022
Location	Heywood Sports Village
Pay Band	Band 2, £17,190 / £8.91 per hour
Hours of Work	1 x 27.16 hours per week 1 x 22.75 hours per week
Accountable To	General Manager, Deputy General Manager, Assistant Manager
Accountable For	Not Applicable
Special Conditions	The post-holder is expected to be flexible to ensure that the needs of the business are met at all times and evening, weekend and Bank Holiday working will be required as directed by the service. All positions are subject to a DBS Check appropriate to the role.

1. PURPOSE AND OBJECTIVES OF THE JOB

The purpose of the job is to provide a professional, efficient and high quality service to customers of Your Trust. This includes covering areas such as poolside supervision, sports hall equipment moving, set ups and take downs, housekeeping, functions and events along with maintaining the NPLQ qualification through ongoing training and re-qualification.

2. PRINCIPAL DUTIES AND RESPONSIBILITIES

- a) To ensure safe preparation and control of all wet and dry/outdoor facilities, eg changing rooms, equipment, erection of sports and other ancillary equipment;
- b) To ensure safety and control of customers in accordance with the 'Code of Conduct' and other relevant guidelines, policies and procedures as provided, to prevent injury, misuse and damage to facilities in wet and dry areas;
- c) To undertake internal and external cleaning, other hygiene duties in accordance with work schedules and the needs and demands of the service;
- d) To give assistance to customers seeking advice and information;
- e) To assist customers and ensure that compliments, complaints or suggestions are referred to the appropriate person in accordance with the procedures;

- f) To ensure all lost property is delivered to a collection point and properly recorded and secured;
- g) To give assistance with general duties and to ensure that standards of security, stock and equipment are maintained;
- h) To carry out patrols both inside and outside the building and report any breaches of conduct/safety to the Assistant Manager;
- i) To assist in the operation of functions/events;
- j) To be polite, friendly, courteous and helpful at all times and deal with basic enquiries from customers and members of the public appropriately;
- k) To undertake other such duties and responsibilities of an equivalent nature as may be determined by your Line Manager including providing cover as necessary in the absence of staff;
- l) To work at other Your Trust venues as required to which advance notice and training will be provided if required;
- m) To wear the Your Trust issued uniform and ID badge at all times and to ensure the uniform is kept presentable.

3. SECONDARY DUTIES AND RESPONSIBILITIES

- a) Data Quality - To ensure that Your Trust policy and procedures in respect of Data Quality are adhered to consistently and at all times in respect of any data collected or used in the planning and delivery of services.
- b) Equality & Diversity - To work in accordance with Your Trust policy and procedures relating to the promotion of equality and diversity and to ensure that these are effectively and pro-actively applied in the delivery of all facilities and services.
- c) Health, Safety and Welfare - To be responsible for the health, safety, and welfare of self and other persons who may be affected by job holder's actions or omissions whilst at work. Additionally, be responsible for maintaining and implementing the requirements of the Health and Safety at Work Act and for the execution of any duties and responsibilities attached to the job within the company's health and safety policy and procedures. A high standard of personal hygiene and personal presentation is required at all times.
- d) Performance Management - To promote and practice a performance management culture within all facilities and services, including the setting and achieving of team and individual performance targets and the implementation of robust monitoring, evaluation and reporting systems.

- e) Relationships - To promote positive working relationships with all internal and external parties.
- f) Training and Development - To participate in any training initiatives in relation to the duties of the post and ensure that personal qualifications are kept valid via attendance on training as provided by the service as reasonably practicable.

PERSON SPECIFICATION

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Job Reference Number	YT2211

Note to Applicants

The **Essential** criteria are the qualifications, experience, skills or knowledge you must show you have to be considered for the job.

The **Desirable** criteria are used to help decide between candidates who meet all the Essential criteria.

If the **How Identified** column says Application Form you must include in your application information to show how you meet the criteria using examples from paid/voluntary work or Education.

Qualifications and Experience	Essential / Desirable	How Identified
Hold NPLQ 9 th Edition Units 1 & 2 or equivalent or demonstrates commitment and ability to achieve within 3-6 months	Essential	Application Form / Interview
Experience of dealing with customers and groups, clubs and organisations	Essential	Application Form / Interview
Hold Emergency First Aid or demonstrate commitment and ability to achieve within 3-6 months	Essential	Application Form
Qualified to GCSE Grade D or above in Maths and English	Desirable	Application Form
Qualified to Level 2 or equivalent in a Sport, Leisure or similar subject	Desirable	Application Form

Skills and Knowledge	Essential / Desirable	How Identified
Ability to develop positive relationships with stakeholders, partners and members of the public	Essential	Application Form / Interview
Friendly, outgoing person who likes to work with different clients	Essential	Application Form / Interview
Ability to follow laid down procedures, work under pressure and without constant supervision	Essential	Application Form / Interview
Ability to carry out different tasks cheerfully and with a positive attitude	Essential	Application Form / Interview
Ability to work within a team with common objectives	Essential	Application Form / Interview
Excellent communication; both oral and written and excellent interpersonal skills	Essential	Application Form / Interview
Excellent time management skills	Essential	Application Form / Interview

Skills and Knowledge	Essential / Desirable	How Identified
Awareness of health and safety	Desirable	Application Form / Interview

Special Working Conditions	Essential / Desirable	How Identified
Able to work flexibly including evenings, weekends and Bank Holidays	Essential	Application Form / Interview
Demonstrate commitment to Your Trust Values of Curiosity, Passion and Trust	Essential	Application Form / Interview
High standards of personal presentation and appearance	Essential	Interview
Full UK driving licence	Desirable	Application Form / Interview

Post Holder Name	
Post Holder Signature	
Date	

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Completed By: Director of Operations