


Profile Title:	Leisure Attendant	
Responsible To:	Duty Managers	
Responsible For:	Volunteers / Work Experience	
Post Reference:		

**Vision and Values**

*“Inspiring people to live active healthy lives”*

- *We are always improving*
  - *We care*
- *We make a positive difference*
- *We are customer focused*
  - *We are one team*

**Purpose of Post:**

To be responsible for all aspects of the operation of the centre, and to ensure that the operating procedures, policies and standards are achieved effectively with emphasis on customer care.

The post-holder will play a key role in realising the strategic vision of the company in the following areas:

- Improve Our Systems
- Care For Our Customers
- Meet Our Stakeholder Aspirations
- Develop Our Staff And Culture
- Improve Our Business Results

**Responsibilities:**

**1. Improve Our Systems**

- 1.1 You will undertake cleaning, including internal and external areas.
- 1.2 You will control facilities, including changing rooms and toilets.
- 1.3 To act as a point of contact for all Centre enquiries either by telephone, email or face to face and contribute to the smooth running of the Centre reception.
- 1.4 You will promote good health and safety at work practices in accordance with the leisure centre policies and procedures.
- 1.5 You will report accidents, injuries and incidents according to the procedures laid down (e.g. RIDDOR).
- 1.6 You will set out and return to store any equipment that may be required observing at all times the correct procedures and techniques of moving such equipment and ensuring their safe and correct storage.

**2. Care for Our Customers**

- 2.1 You will issue and safeguard clothes and personal belongings.
- 2.2 You will assemble and dismantle equipment, including sports and exhibition displays
- 2.3 You will be responsible for overseeing and general safety and behaviour of the public to prevent injury and misuse and damage to facilities.
- 2.4 You will give trained assistance to users in difficulty (including the use of appropriate appliances).
- 2.5 You will direct the activities of users to prevent injury, misuse and damage to facilities or equipment.
- 2.6 You will assist in maintaining a friendly atmosphere by being polite and courteous.
- 2.7 You will observe the standard of service to the customer as laid down by the Manager.

- 2.8 You will patrol the pool ensuring that the standard of supervision conforms to the Institute of Qualified Lifeguard Qualification and the Normal Operating Procedures of the leisure facility.
- 2.9 You will maintain the security of the building by patrolling all public areas and by enforcing all the regulations with regard to the safe and correct use of the facility.
- 2.10 You will constantly check for any obstacles or damage that could in anyway endanger the health and safety of staff or customers and report this to the Team Leader.
- 2.11 Carry out cleaning duties as and when required.

### 3. Meet Our Stakeholder Aspirations

- 3.1 Liaise with user groups, stakeholders and partners giving to the desired outputs of the Strategic Performance Plan.
- 3.2 Identify target groups within the community that meets the council's policy for social inclusion and health promotion.

### 4. Develop Our Staff and Culture

- 4.1 You will maintain a high standard of work and personal hygiene.
- 4.2 You will adhere to OCLL's policy on corporate identity and represent the council accordingly by wearing correct uniform at all times.
- 4.3 You must attend staff training or meeting when required by the Facility Manager.

### 5. Improve Our Business Results

- 5.1 You will be competent in lifesaving and resuscitation techniques.
- 5.2 You will administer First Aid as necessary and as appropriate to your qualification.
- 5.3 You will carry out any other duties commensurate with the salary grade and responsibility of the post.

<b>Criteria</b> <b>A: Essential</b> <b>D: Desirable</b>	<b>Method of Assessment</b> <b>A: Application</b> <b>I: Interview</b> <b>T: Task</b>	
Education and Training:	<b>Criteria</b>	<b>Method of Assessment</b>
<ul style="list-style-type: none"> <li>• Current STA Pool Lifeguard qualification</li> <li>• Awareness of Health and Safety requirements</li> </ul>	A A	A/I A/I
Relevant Experience:	<b>Criteria</b>	<b>Method of Assessment</b>
<ul style="list-style-type: none"> <li>• Previous experience of working in the Public / Private sector industry</li> <li>• Good knowledge of customer care</li> </ul>	A A	A/I A/I
Skills and Abilities:	<b>Criteria</b>	<b>Method of Assessment</b>
<ul style="list-style-type: none"> <li>• Ability to work as part of a team</li> <li>• Willingness to undertake regular on-going pool lifeguard training</li> <li>• Willingness to wear the uniform provided and maintain it to a satisfactory standard</li> <li>• Willingness to undertake cleaning duties of changing rooms, toilets, sports hall, etc</li> <li>• Carry out duties expected of a fully trained Leisure Attendant</li> <li>• Have the ability to work effectively in partnership with the staff team and other colleagues across sectors</li> </ul>	A A A A A A	A/I A/I A/I A/I A/I A/I

Additional Requirements:	Criteria	Method of Assessment
<ul style="list-style-type: none"><li>• Must be willing to work evenings, weekends and public holidays</li><li>• Able to work unsupervised</li><li>• Able to work in a busy environment</li><li>• Able to work as part of a team</li></ul>	D A A A	A/I A/I A/I A/I