



**JOB DESCRIPTION (JD)
AND EMPLOYEE
SPECIFICATION (ES)**
Standard Template

JOB TITLE:	Leisure Attendant		
GRADE:	Grade 4	SERVICE AREA:	Sport & Leisure
JOB CODE:	CO120A		
REPORTS TO:	Shift Supervisor / Duty Manager	LOCATION:	Any Sport & Leisure operated facility
SPECIAL CONDITIONS:	<ul style="list-style-type: none"> • Must hold the STA Lifeguard qualification (or equivalent) before working on poolside. • Must maintain their qualification and attend monthly training as specified training as detailed in Lifeguard Training Policy. • To work days, evenings, weekends and bank holidays as required. • Must wear issued uniform at all times. • The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post. 		

1. Main purpose of the job role:

- Presentation of all services within our leisure facilities to the defined standards.
- Ensure the safety of customers, staff and others.
- Deliver high quality customer care at all times.
- Professionalism at all times

2. Role specific duties and accountabilities:

- Presentation of all services within the leisure facility.
- General cleaning duties within the facility and its surrounding areas.
- Assist with poolside supervision of users to ensure a safe environment is provided at all times.
- Assist with deliveries of goods on site.
- Assist with duties in respect to events and functions layouts and supervision.
- To create a safe and hygienic environment within the place of work.
- To participate in continuous quality improvements initiatives.
- Assist with customer enquiries and ensure their safe and enjoyable participation of activities.
- Assist with the set up and storage of all equipment used on site.
- Any other duties appropriate to the position in consultation with the site management team.

- Must attend lifeguard training as required to maintain competence at all times, as per Lifeguard Training Policy

3. Corporate duties and accountabilities:

The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.

Through personal commitment and clear action, the post holder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.

Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.

This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.



JOB TITLE: Leisure Attendant	GRADE 4	
	Indicate when Assessment is possible: at Application form=A interview=I both=A/I test = T	WEIGHT CODE shows relative importance Low=1 Medium=2 High=3
Behaviours:		
Professionalism - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	A/I	3
Leadership - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	A/I	3
Accountability - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	A/I	3
Transparency - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	A/I	3
Ethical - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	A/I	3
Abilities/Skills:		
Ability and desire to deliver excellent customer care.	A/I	3
Ability to provide a hygienic environment.	A/I	3
Ability to provide a safe environment for customers, colleagues and others.	I	3
Ability to follow instructions and carry out procedures	A/I	2
Ability to supervise a swimming pool environment	A/I	3
Commitment to maintaining competence	I	2
Knowledge/Experience:		
Some knowledge of the leisure industry and experience of delivery within a leisure setting is required.	A/I	3
Qualification:		
Must hold an up-to-date STA Lifeguard qualification or RLSS National Pool Lifeguard Qualification.	A/I	3
Other Essential Requirements		
An awareness of, and commitment to, equality of opportunity.	I	2
Awareness of, and commitment to, confidentiality and handling data.	I	2
Prepared by: S. Webb	Date:	July 2019