

Post Title	Leisure Attendant
Division	Operations
Section	Operational Facilities
Location	Citywide

Responsible To:	Duty Supervisor, Assistant Manager, Operations Manager
Responsible For:	Student Placements, Volunteers

Job Purpose

- 1 To provide supervision & support to users of the facility assisting in the safe and efficient operation of the facility.

General Responsibilities

- 2 Be aware of and committed to the equal opportunities principles and practices of the company.
- 3 Employees are responsible for the implementation of the Health and Safety Policy in so far as it affects them, their colleagues and others who may be affected by their work. The post holder is also expected to monitor the effectiveness of the Health and Safety arrangements to ensure these are implemented and developed as necessary.
- 4 To provide supervision & support to users of the facility assisting in the safe and efficient operation of the facility.
- 5 Effective utilisation of resources in line with the Company's financial regulations and operating procedures ensuring that value for money is achieved.

Operational Responsibilities

- 6 To manoeuvre, set-up and dismantle equipment in a safe and efficient manner.
- 7 To carry out safety / operational equipment and resource checks where requested and report findings in appropriate documentation where required.
- 8 To maintain an awareness of activities by knowledge of the facility programme and booking sheets.
- 9 To attend regular training sessions in order to maintain knowledge and skills required to carry out duties.
- 10 To undertake elements of the induction process for new employees.
- 11 To maintain the facilities cleanliness, following the cleaning schedule and undertaking any other cleaning tasks as required.
- 12 To be responsible for the safe use of cleaning equipment and related materials, reporting any faults and deficiencies to the Duty Supervisor / Assistant Manager.
- 13 To deal with any customer queries in a helpful and friendly manner and inform the Duty Supervisor / Assistant Manager of customer issues that cannot be easily resolved.
- 14 To help maintain a safe / secure environment through observation and provision of guidance to facility users and report any concerns to the Duty Supervisor / Assistant Manager.

- 15 To liaise with other staff and the Duty Supervisor / Assistant Manager in the execution of the tasks associated with this post.
- 16 To maintain an awareness of facility / activity prices and programming information and systems.
- 17 To carry out reception/administrative duties, operating electronic point of sale system, answering telephone enquiries, dealing with bookings and recording of information using the facilities bookings procedures and systems and any other job related administration as required.
- 18 To assist in the promotions of facilities and related activity programmes to create a customer friendly focus.

Methods of Working

The post holder will be expected to:

- 19 Adopt a participative and collaborative style of working, underpinned by strong interpersonal skills that ensure effective team work with partner's stakeholders and colleagues.
- 20 Be expected to exhibit the highest standards of professional behaviour, creating effective working relationships with the voluntary sector based on mutual trust and respect.
- 21 Use appropriate management information systems, maintain confidentiality and observe data protection guidelines.
- 22 Work with information technology and associated systems, and where appropriate, existing technology arrangements and consultative procedures will be applied in accordance with Company policies.
- 23 Undertake appropriate training associated with the duties of the post.

Person Specification

See attached guide

General Conditions

The full-time working week is 37 hours. A flexible approach to working is required (a time off in lieu (T.O.I.L) system is in operation).

Your hours of work may be carried out in with a shift pattern in operation for the establishment to which you are allocated and may include early morning, evening, night and week-end work. The detail of the shift rota and your working pattern will be supplied to you by the Manager of your establishment.

A car mileage user allowance is payable (if using your vehicle for work purposes you must have insurance for business use).

The Company operates a no-smoking policy.

This job description is a representative document. Other reasonably similar duties may be allocated from time to time, commensurate with the general character and grading of the post.

Prepared/Updated by	Keith Gerrard
Designation	Director of Operations and Asset Development
Date	January 2017