

Index	214/LAG/CLO
Post Title	Leisure Attendant (Golf)
Division	Operations
Section	Golf and Outdoor Services
Location	Sport Aberdeen Golf Courses

Responsible to	Golf and Outdoor Services Manager
Responsible for	All immediate reporting staff, external and agency staff and volunteers

Job Purpose

- 1 To contribute to the smooth and efficient operation of the Golf starters box.

General Responsibilities

- 2 Ensure the effective management and utilisation of the financial resources, in line with the Company's financial regulations.
- 3 Be aware of and committed to the equal opportunities principles and practices of the company.
- 4 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.
- 5 Effectively recruit, deploy and manage any nominated staff, full or part-time, and volunteers, providing appropriate training to enable the team to deliver the various initiatives promoted by sport Aberdeen and/or key partners.

Role Specific Responsibilities

- 6 To take payments, manage the golf course computerised booking system and liaise with customers and members.
- 7 To deal with all aspects of cash handling and reconciliation, issuing receipts and preparation of monies for banking in accordance with Sport Aberdeen financial procedures.
- 8 To be a key holder and be responsible for the opening, closing and securing of the starters box facilities.
- 9 To attend training sessions as required, in order to maintain the knowledge and skills required to carry out duties.
- 10 To be responsible for the safe use of cleaning equipment and related materials, reporting any faults and deficiencies to the Line Manager.
- 11 To deal with any customer queries in a helpful and friendly manner and inform the Line Manager of customer issues that can not be easily resolved.
- 12 To help maintain a safe / secure environment.
- 13 To carry out lone working but also operate as an effective member of a team.

Methods of Working Expectations

The post holder will be expected to:

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

General Conditions

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

Your hours of work may be carried out in line 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 your line manager.
- 18 A car mileage user allowance is payable [if using your vehicle for work purposes you must have insurance for business use].
- 19 The Company operates a no-smoking policy.
- 20 The job description is a representative document. The duties of the post can be varied provided they remain commensurate with the level of responsibility.

Prepared/Updated by	Nigel Spencer – Golf and Outdoor Services Manager	January 2022
Approved by	Nickie Scorgie - Head of Human Resources & Organisational Development	January 2022
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