

Index	293/LA/CLO
Post Title	Leisure Attendant (Snowsports)
Division	Community Leisure Operations
Section	Operational Facilities
Location	Citywide

Responsible to	Duty Manager, Assistant Operations Manager, Operations Manager
Responsible for	Student Placements, Volunteers

Job Purpose

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

General Responsibilities

- 2 Ensure the effective management and utilisation of the financial resources, in-line with the Company's financial regulations and the key funding partners accounting processes. Ensure that budgets are adhered to and that Best Value is achieved through suitable financial monitoring procedures.
- 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 Provide supervision and support to users of the facility assisting in the safe and efficient operation of the facility.

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 Manager / Assistant Operations Manager.

- 13 To deal with any customer queries in a helpful and friendly manner and inform the Duty Manager / Assistant Operations 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 Manager / Assistant Operations Manager.
- 15 To liaise with other staff and the Duty Manager / Assistant Operations 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 the programme delivery of the venue by leading, where trained and qualified, activities including but not restricted to - tubing, parties, slope supervision.
- 19 To assist in the promotions of facilities and related activity programmes to create a customer friendly focus.

Methods of Working Expectations

The post holder will be expected to:

- 20 Adopt a participative and collaborative style of working, underpinned by strong interpersonal skills that ensure effective team work with partner's stakeholders and colleagues.
- 21 Be expected to exhibit the highest standards of professional behaviour, creating effective working relationships with the voluntary sector based on mutual trust and respect.
- 22 Use appropriate management information systems, maintain confidentiality and observe data protection guidelines.
- 23 Work with information technology and associated systems to monitor and manage key performance targets.
- 24 Undertake appropriate training associated with the duties of the post.

General Conditions

- 25 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].
- 26 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.
- 27 A car mileage user allowance is payable [if using your vehicle for work purposes you must have insurance for business use].
- 28 The Company operates a no-smoking policy.
- 29 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	Kris Bell – Operations Manager	August 2023
Approved by	Nickie Scorgie - Head of Human Resources & Organisational Development	August 2023

