

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Sport and Leisure Attendant	<b>JE NUMBER:</b> A12634
<b>DIRECTORATE:</b>	Health and Wellbeing	<b>BAND:</b> 3
<b>RESPONSIBLE TO:</b>	Duty Officer/Head Attendant	
<b>RESPONSIBLE FOR:</b>		
<b>MAIN PURPOSE OF POST:</b>	1. Day to day safe supervision of facilities and users. 2. Ensuring highest possible standards of customer service delivered.	

### **DUTIES AND RESPONSIBILITIES:**

Duties and responsibilities must be undertaken to comply with Council policies/procedures.

1.	Assisting centre users in emergency situations and provide first aid when necessary
2.	Supervising centre users to ensure they are safe and follow procedures in place
3.	Provide a proactive approach in ensuring a high standard of cleanliness, housekeeping, and safety throughout the centres
4.	Collecting and checking admissions to activities
5.	Ensuring equipment is set up correctly at the right time and returned to storage after use.
6.	Complying with health and safety procedures, such as delivery and application of the Pool Safety Operating Procedures.
7.	Undertake and assist with minor maintenance, ensuring that any damages and maintenance issues are reported promptly, and faulty equipment secured/removed from service.
8.	Ensuring high standards of visual presentation are maintained, including onsite publicity, notice boards and information distribution points.
9.	To wear the supplied uniform and name badge and ensure a clean and tidy appearance in line with a customer service role.
10.	Engaging customers in a positive manner and responding to customer feedback.
11.	Undertake tours of the centre with customers and complete setting up of new memberships
12.	Undertake support duties such as reception, course deliveries and classes where suitably trained or qualified, covering absence and busy periods.
13.	Undertake regular training to maintain the qualifications require of the position

### **GENERAL – To be aware of and implement the following:**

**Equalities** – The council’s Equality and Diversity Policy which sets out the council’s commitment to advancing equality and social inclusion while celebrating the diversity within our communities.

**Code of Conduct** – All employees of Chesterfield Borough Council must comply with the Employees' Code of Conduct.

**Health & safety** – To comply with the Health and Safety at Work etc. Act (1974) and carry out all duties in accordance with the Council's Health and Safety policy.

**Staff Development** - The Council's Performance & Development Review is an integral part of Chesterfield Borough Council's performance management framework as well as a key employee development procedure. You will be required to undertake any training required for the job role.

**Data Protection** – All employees must adhere to the requirements of the General Data Protection Regulations (GDPR) and the Data Protection Act 2018 in respect of confidentiality and disclosure of data.

**Safeguarding Children and Vulnerable Adults** - The council has both a moral and legal obligation to ensure a duty of care for children and vulnerable adults across its services. We are committed to ensuring that all children and vulnerable adults are protected and kept safe from harm, and we have a responsibility to safeguard and promote well-being.

**SPECIAL FEATURES OF POST:**

Political Restriction	YES		NO	x
Vetting Checks e.g Disclosure and Barring Service (DBS)	YES	x	NO	
Flexible approach to time of work, with ability to work evenings and weekends as required by the needs of the service.	YES	x	NO	
You may be required to carry out those duties at your present workplace or at another council venue.	YES	x	NO	

It is the council's intention that this job description is seen as a guide to the main areas and duties for which the job holder is accountable. However, as the work that the council changes the job holder's obligations are also bound to vary and develop, so the job description should be seen as a guide and not as a permanent, definitive and exhaustive statement. This job description is non-contractual.

## PERSON SPECIFICATION

<b>JOB TITLE:</b>	Sport and Leisure Attendants	<b>JE NUMBER:</b>	A12634
<b>DIRECTORATE:</b>	Health and Wellbeing	<b>DATE:</b>	<b>10/06/21</b>

<b>KNOWLEDGE / SKILLS / ABILITIES</b>		<b>Assessment Method</b>
-		Application Form, Presentation, Scenario based Exercise, Interview, Qualification / Certificates
<b>Essential</b>		
•	Ability to communicate with customers	Application Form / Interview
•	Ability to work with minimum supervision.	Application Form / Interview
•	Ability to work in a team situation.	Application Form / Interview
•	Ability to provide excellent levels of cleanliness.	Application Form / Interview
•	Knowledge of the importance of excellent customer care and the impact to the service provided	Application Form / Interview
•	Must be able to work unsocial hours, and additional hours to cover staff absence and busy periods	Application Form
•	Must be able to undertake a physically demanding role.	Application Form / Interview
•	Must have a flexible attitude to work and to undertake other tasks/ roles where trained and/or qualified.	Application Form
•	Attend and regular training & requalify the RLSS NPLQ as required.	Application Form
<b>Desirable</b>		
•	Ability to undertake minor maintenance tasks.	Application Form
•	Ability to use basic software programmes such as Microsoft Office.	Application Form
<b>EXPERIENCE</b>		
<b>Essential</b>		
•	Working with public in a customer service capacity	Application

		Form / Interview
•	Working in a pool lifeguard role	Application Form / Interview
•	Providing high levels of customer service	Application Form / Interview
•	Maintaining a clean, presentable, and safe environment	Application Form / Interview
<b>Desirable</b>		
•	Working within a Leisure centre/swimming pool environment	Application Form
•	Setting up sports equipment such as trampolines	Application Form / Interview
•	Other duties undertaken in a sports centre, such as receptionists	Application Form / Interview
<b>QUALIFICATIONS</b>		
<b>Essential</b>		
•	RLSS UK National Pool Lifeguard Current Edition, with up to date attendance to training and competency assessment	Application Form / Interview
•	Have the required number of training hours in order re-qualify for the RLSS NPLQ if expiry within twelve months	Application Form / Interview
•	Automated External Defibrillator Qualification	Application Form / Interview
<b>Desirable</b>		
•	First Aid Certificate	Application Form
•	Sports coaching / fitness instruction qualification	Application Form
•	Safeguarding	Application Form
•	Data protection	Application Form
•	Manual Handling	Application Form
•	Level 2 leisure specific qualification	Application Form
<b>OTHER REQUIREMENTS</b>		
<b>Essential</b>		

•	To display the council's values and behaviours when carrying out the job role	Application Form, Interview
•	To perform the job role in accordance with the specified level of the council's Competency Framework	Application Form, Interview
•	Commitment to self-development, service improvement and organisational effectiveness	Application Form, Interview

### COMPETENCY REQUIREMENT:

<b>Seeing the Big Picture</b>	<p>Seeing the big picture is about having an in-depth understanding and knowledge of how your role fits with and supports the council plan and the wider public needs and the national interest. For all staff, it is about focusing your contribution on the activities which will meet the council goals and deliver the greatest value.</p> <p>For leaders, it is about scanning the political context and taking account of wider impacts to develop long term implementation strategies that maximise opportunities to add value to the customer and support economic, sustainable growth.</p>	Interview
<b>Level: 1</b>		
<b>Changing and Improving</b>	<p>People who are effective in this area take initiative, are innovative and seek out opportunities to create effective change. For all staff, it's about learning from what has worked as well as what has not, being open to change and improvement, and working in 'smarter', more focused ways.</p> <p>For leaders, this is about creating and encouraging a culture of innovation and allowing people to consider and take informed decisions. Doing this well means continuously seeking out ways to improve policy implementation and build a leaner, more flexible and responsive council. It also means making use of alternative delivery models including digital and partnership approaches wherever possible.</p>	Interview
<b>Level: 1</b>		
<b>Making Effective Decisions</b>	<p>Effectiveness in this area is about using sound judgement, evidence and knowledge to arrive at accurate, expert and professional decisions and advice. For all staff it's being careful and thoughtful about the use and protection of council and public information to ensure it is handled securely and with care.</p> <p>For leaders it's about reaching evidence based strategies, evaluating options, impacts, risks and solutions and creating a security culture around the handling information. They will aim to maximise return while</p>	Interview
<b>Level: 1</b>		

	minimising risk and balancing a range of considerations to provide sustainable outcomes.	
<b>Leading &amp; Communicating</b>	At all levels, effectiveness in this area is about showing our pride and passion for public service, communicating purpose and direction with clarity, integrity, and enthusiasm.	Interview
<b>Level: 1</b>	It's about championing difference and external experience and supporting principles of fairness of opportunity for all. For leaders, it is about being visible, establishing a strong direction and persuasive future vision; managing and engaging with people in a straightforward, truthful, and candid way.	
<b>Collaborating and Partnering</b>	People skilled in this area are team players. At all levels, it requires working collaboratively, sharing information appropriately and building supportive, trusting and professional relationships with colleagues and a wide range of people within and outside the council, whilst having the confidence to challenge assumptions.	Interview
<b>Level: 1</b>	For senior leaders, it's about being approachable, delivering business objectives through creating an inclusive environment, welcoming challenge however uncomfortable	
<b>Developing self and others</b>	Effectiveness in this area is having a strong focus on continuous learning for oneself, others and the organisation. For all staff, it's being open to learning, about keeping one's own knowledge and skill set current and evolving.	Interview
<b>Level: 1</b>	For leaders, it's about investing in the capabilities of our people, to be effective now and in the future as well as giving clear, honest feedback and supporting teams to succeed. It's also about creating a learning and knowledge culture across the organisation to inform future plans and transformational change	
<b>Delivering Value for Money</b>	Delivering value for money involves the efficient, effective and economic use of taxpayers' money in the delivery of public services. For all staff, it means seeking out and implementing solutions which achieve the best mix of quality, and effectiveness for the least outlay. People who do this well base their decisions on evidenced information and follow agreed processes and policies, challenging these appropriately where they appear to prevent good value for money.	Interview
<b>Level: 1</b>	For leaders it's about embedding a culture of value for money within their area/function. They work collaboratively across boundaries to ensure that the council maximises its strategic outcomes within the resources available	
<b>Managing a</b>	Effectiveness in this area is about valuing and modelling	Interview

<b>Quality Service</b>	<p>professional excellence and expertise to deliver service objectives, taking account of diverse customer needs and requirements. People who are effective plan, organise and manage their time and activities to deliver a high quality, secure, reliable and efficient service, applying programme, project and risk management approaches to support service delivery.</p> <p>For leaders, it is about creating an environment to deliver operational excellence and creating the most appropriate and cost effective delivery models for public services</p>	
<b>Level: 1</b>		Interview
<b>Delivering at Pace</b>	<p>Effectiveness in this area means focusing on delivering timely performance with energy and taking responsibility and accountability for quality outcomes. For all staff, it's about working to agreed goals and activities and dealing with challenges in a responsive and constructive way. For leaders, it is about building a performance culture where staff are given space, authority and support to deliver outcomes. It's also about keeping a firm focus on priorities and addressing performance issues resolutely, fairly and promptly</p>	
<b>Level: 1</b>		