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| **Post title:** | Leisure Attendant |
| **Grade:** | CD |
| **Responsible to:** | Leisure Centre Manager |
| **Staff managed:** | None |
| **Directorate:** | Community Development  |
| **Service:** | Leisure Services |
| **Job family:** | **OS - Operational Support**  |
| **Date of issue:** | February 2023 |

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| Job context |
| The post holder will work within North Yorkshire Council’s Leisure Services team to provide support, enhance and deliver ‘day to day’ operations of the leisure centre(s). Either based at one site or multiple sites, the post holder will be line managed by the Duty Manager and/or other members of the Leisure Centre Management Team. The role involves supervision of customers, ensuring their safety and satisfaction whilst following North Yorkshire Council’s policies and procedures at all times. |

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| **Job Purpose:** | **To provide high quality customer service through lifeguarding, cleaning and other associated tasks in accordance with leisure centre operational procedures.** |

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| Operational management: | * Ensure safe and effective lifeguard practice and undertake essential regular training in line with lifeguard qualification standards and organisational protocols.
* Follow leisure centre safe operating procedures and controlling the safety of all customers within the centre, including the swimming pool and surrounding areas through effective supervision and monitoring.
* Safely prepare activity areas for use including, equipment set up, dismantling and storage in accordance with centre operating procedures and activity programmes.
* Undertake routine maintenance and housekeeping of the facility and its equipment as part of the centres programmed tasks, inspection schedules and defect reporting protocols.
* Ensure high standards of cleanliness in accordance with the leisure centres cleaning protocols and safe use of cleaning chemicals. This will include responsibilities for showers, toilets, changing areas, floors, drains and equipment.
* Carry out routine checks of environmental conditions (e.g. water temperature and chemical tests) in accordance with agreed protocols and report test readings that are outside set parameters to leisure centre management.
* Work with minimal supervision within professional boundaries to ensure that daily tasks are undertaken in accordance with the leisure centre programme.
* Be responsible as an individual and as part of a team, in providing safe and enjoyable activities, events, services and environments.
* To wear staff issued uniform and always ensure professional personal appearance whilst on duty.
* To undertake any appropriate and relevant tasks and responsibilities as detailed in leisure centre operating procedures, advised by leisure centre management.
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| Communications  | * Provide high levels of customer service at all times, making every effort to assist customer or find a colleague that can, in the event you are unable to, effectively communicating your action.Engage and communicate positively with customers, including:
	+ Pro-actively providing information to promote the leisure centre.
	+ Responding positively to customer feedback.
	+ Reporting customer feedback to management
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| Person Specification: |  |
| Essential | **Desirable** |
| Knowledge and Experience* Awareness of safeguarding children and vulnerable adults
* Good understanding of customer care and working with customers/general public.
* Working in an environment where there may be conflicting priorities and demands
 | * Knowledge in Pool Plant Operations
* Knowledge of COSHH regulations
* Health and safety experience
* Customer Service experience and dealing with complaints.
* Experience of performing cleaning duties.
* Experience of working as a lifeguard/leisure attendant.
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| Occupational Skills* Ability to work effectively within a team
* Ability to use own initiative
* Be able to give clear, accurate, and assertive instructions verbally and through the correct use of signals to customers and other members of the team
* Ability to solve routine problems as they arise and suggest ideas to improve service provision.
* Be able to sustain basic fitness and competence in order to meet the demands of undertaking an NPLQ course and regular training.
* Ability to demonstrate high levels of customer service at all times
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| Behaviours [Link](http://www.northyorks.gov.uk/article/23524/What-you-should-know-before-applying-for-a-job) |  |
| Professional Qualifications* RLSS National Pool Lifeguard Qualification (NPLQ)\*

\*or ability to attain NPLQ prior to commencing this role. | * First Aid at Work Qualification
* National Pool Plant Operators Qualification
* Swim England Teaching Qualification
* Gym Qualification
* Other Coaching Qualifications
* Customer Care Training/Qualification
* Basic numeracy/literacy qualifications
* Manual Handling
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| Other Requirements* Enhanced DBS disclosure (completed upon recruitment and prior to Job offer).
* Ability to work calmly under pressure.
* Flexibility to work evenings/weekends and bank holidays.
* Ability to work in hot humid conditions.
* Ability to maintain safety awareness at all times whilst on duty.
* Ability to follow instructions, directions, guidance, policies and procedures.
* Willingness to learn and develop.
 | * Ability to adjust to changing work demands at short notice.
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| Career progression: |
| * At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
* As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.
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| Structure |
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NB – Assessment criteria for recruitment will be notified separately.
Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.