

## TENDRING DISTRICT COUNCIL

<b>JOB DESCRIPTION</b>
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**Job Title:** Leisure Attendant

**Post No:** 10001186

**Department:** Place and Economy – Economy, Culture & Leisure **Grade:** 1C

**Reports to:** Duty Officer

### 1. **JOB PURPOSE**

Leisure Attendants are responsible for supervising the pool, cleaning, set up/down of equipment, delivering high standard of customer service and general safety of areas in the centres. Leisure Attendants would be the first point of contact for customers and first aid incidents.

### 2. **JOB ACTIVITIES**

- To project a friendly and helpful image to customers by adopting the highest standards of customer care. Resolving customers' complaints or disagreements where possible
- Safety and control of all bathers in the pool hall. Providing customers with both a safe and clean environment at all times.
- Preparing activity areas to include the safe setting up/dismantling of equipment in line with daily activity programme and ensuring that all equipment is stored safely and securely when not in use.
- The policing and cleaning of all areas as directed by the Duty Officer.
- Such other duties as may be assigned by the Duty Officer.
- Demonstrates a willingness to learn other duties to meet the needs of the needs of the business and commensurate with qualifications if appropriate.
- Undertake first aid treatment as required.
- Supervising the safety of the swimming pool environment and working to prevent accidents and emergencies
- Supporting the Duty Officer in organisational maintenance schedules and Health & Safety building checks
- All staff shall be required to attend staff training sessions whether they are within or outside individual shift rotas.
- Following Normal and Emergency Operating Procedures
- Accurately filling in forms or reports relating to their normal duties
- Inducting new members of staff, via shadow shifts
- All staff should demonstrate a flexible working attitude.
- Other duties may be required from time to time to assist in the efficient operation of the department

### 3. **SUPERVISION AND RESPONSIBILITIES**

The post holder will communicate with other services and outside organisations at all levels.

To attain optimum performance in service delivery within your area of responsibility.

The post holder should seek the advice of the Duty Officer on difficult or contentious issues.

#### **4. SPECIAL CONDITIONS**

The post holder will be required to work on a shift basis. Weekend, evening and early morning duties will be required.

The post holder must comply with legislative requirements of health, safety and welfare ensuring good practice standards at all times.

To ensure proper adherence to the Council's Grievance, Disciplinary, Capability, Harassment and other personnel policies and procedures.

Take all possible reasonable steps to create a harmonious working environment using consultation, effective communication and team working techniques.

Wearing of staff uniform and safety clothing as provided by Tendring District Council

The post holder shall hold a current lifeguard qualifications and take responsibility for attending training sessions to maintain their qualification.

#### **5. CORPORATE RESPONSIBILITIES**

Must contribute to high quality management standards and best practice across the service, reflecting the values of the Council and provide, through positive example, a clear sense of direction and purpose to employees.

Maintain a constant focus on service improvement within the Council seeking continuous improvement in reducing costs, increasing efficiencies and looking for alternative delivery methods e.g. shared services.

You are required to promote, apply and adhere to the Council's HR and ICT policies, procedures and schemes, financial and contract regulations, delegated powers, the Data Protection Act and the Freedom of Information Act.

*This job description is a guide to the duties the post holder will be expected to undertake. It is not required to be exhaustive or exclusive and will be changed as working requirements dictate.*

## TENDRING DISTRICT COUNCIL

### PERSON SPECIFICATION

**Job Title:** Leisure Attendant

**Post No:** 10001186

### PROFESSIONAL & TECHNICAL DEVELOPMENT

*It will help the assessment of your application if you ensure it addresses how you meet each of the requirements set out in this document. If appropriate, please set out the actions you are willing to take to close any gaps.*

- NLPQ qualification and up to date training records

### COMPETENCY REQUIREMENTS

*The following competencies will be used in making the initial selection decision:*

#### **2.1 Working with People**

- a. Demonstrates an interest in and understanding of others
- b. Adapts to the team and builds team spirit
- c. Recognises and rewards the contribution of others
- d. Listens, consults others and communicates proactively
- e. Supports and cares for others
- f. Develops and openly communicates self-insight such as an awareness of own strengths and weaknesses

#### **6.2 Delivering Results and Meeting Customer Expectations**

- a. Focuses on customer needs and satisfaction;
- b. Sets high standards for quality and quantity;
- c. Monitors and maintains quality and productivity;
- d. Works in a systematic, methodical and orderly way;
- e. Consistently achieves project goals.

#### **6.3 Following Instructions and Procedures**

- a. Appropriately follows instructions from others without unnecessarily challenging authority
- b. Follows procedures and policies
- c. Keeps to schedules
- d. Arrives punctually for work and meetings
- e. Demonstrates commitment to the organisation
- f. Complies with legal obligations and safety requirements of the role.

#### **7.1 Adapting and responding to change**

- a. Adapts to changing circumstances
- b. Accepts new ideas and change initiatives
- c. Adapts interpersonal style to suit different people or situations
- d. Shows respect and sensitivity towards cultural and religious differences
- e. Deals with ambiguity, making positive use of the opportunities it presents

## **7.2 Coping with Pressures and Setbacks**

- a. Works productively in a high pressure environment
- b. Keeps emotions under control during difficult situations
- c. Balances the demands of a work life and personal life
- d. Maintains a positive outlook at work
- e. Handles criticism well and learns from it.

## **8.1 Achieving personal work goals and objectives**

- a. Accepts and tackles demanding goals with enthusiasm
- b. Works hard and puts in longer hours when it is necessary
- c. Identifies development strategies needed to achieve career goals and makes use of development or training opportunities
- d. Seeks progression to roles of increased responsibility and influence.

## **9.1 Professional & Technical Development**

- a) Undertakes personal development through gaining relevant planned experience
- b) Obtains the qualification required for the job
- c) Conducts continuous professional (or technical) development)
- d) Maintains an awareness of similar roles in other organisations
- e) Engages positively with the MDPP process

*The Post-holder should note that there are other competencies relevant to this role which may be used in the on-going appraisal of the post-holder. Please refer to the full Universal Competency Framework on the Council's Intranet.*