



## ENVIRONMENT DEPARTMENT

### JOB DESCRIPTION

<b><u>POST NO:</u></b>	<b>L120</b>
<b><u>DESIGNATION:</u></b>	<b>LEISURE ATTENDANT</b>
<b><u>GRADE:</u></b>	<b>LOCAL SCALE POINTS 6-11</b>
<b><u>RESPONSIBLE TO:</u></b>	<b>DUTY MANAGER</b>
<b><u>LIAISON WITH:</u></b>	<b>LEISURE CENTRE STAFF, CUSTOMERS</b>
<b><u>RESPONSIBLE FOR:</u></b>	<b>NONE</b>

### PURPOSE OF JOB

- To assist in maintaining a safe, clean and pleasant environment for customers of the Council's leisure facilities.
- To provide a high standard of customer care.

### MAIN ACTIVITIES

1. To act in a manner which is professional and exhibits the right skills and behaviours to promote Castle Point Borough Council in a positive manner in line with its policies and cultures.
2. To contribute to achieving the Council's corporate objectives and priorities
3. To contribute to achieving the Council's agenda for achieving continuous improvement in service delivery.
4. To supervise swimming pool sessions, identifying potential hazards and taking appropriate action in line with the Pool Safety Operating Procedures.
5. To administer first aid as required.



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6. To clean internal and external areas and to maintain the facilities to a high standard following health and safety procedures at all times.
7. To be helpful, polite and courteous and to provide excellent customer care at all times.
8. To be responsible for erecting, dismantling and storage of equipment within the facility/facilities in accordance with the timetable of activities and events.
9. To assist with the supervision of activities throughout the centre.
10. To assist with deliveries as and when instructed, ensuring safe storage of stock.
11. To monitor and record pool water quality and to report to the Duty Manager when readings fall outside of the acceptable limits.
12. To enforce the all rules associated with the use of the facilities to ensure the safety and enjoyment of all the customers.
13. To undertake regular equipment checks so as to ensure all equipment is kept in good working order and operates safely at all times.
14. To ensure that any damaged equipment or building fabric is reported immediately.
15. To undertake “front of house” duties in the main entrance foyer assisting visitors in their use of the facilities by dealing with enquiries, providing information and ensuring orderly conduct.
16. To provide cover for reception staff as and when required.
17. To assist with the promotion, marketing and publicity of the facilities.
18. To work at any of the Council's Leisure facilities as required.
19. To perform any other duties commensurate with the grade of this post which may be required from time to time.
20. To be familiar with Equal Opportunities good practice and with the Council's requirements for Diversity and to implement this in all aspects of working practice and promote it in the team and workplace
21. To comply with the centres operating procedures and to be aware of any responsibilities contained therein e.g Emergency Action Plan

## **COMPETENCIES**

### **Self Awareness and Control**

- You know your own strengths and weaknesses and you can adapt your behaviour to suit the situation you find yourself in.
- You manage your time and your workload effectively and you are able to prioritise your workload. You produce a good day's work, accurate and to a high standard.
- You re-organise and prioritise your work to cope with the pressure of the day. You can deal with criticism in a positive and constructive way
- You can adjust and cope when the going gets tough, meeting targets and completing tasks on time.
- You maintain high standards in the workplace both personally and professionally. You are punctual, honest, reliable and trustworthy.

### **Personal Effectiveness and Self Development**

- You have enthusiasm for work and always try to do your best. You produce a good day's work to a high standard.
- You are flexible and adaptable. Receptive to new ideas and willing and able to adjust to new demands and changing situations
- You have a creative talent, coming up with new ideas yourself and with others and you are willing and able to adjust to new demands and changing situations
- You can be assertive when you need to be in a positive way and you are able to think and act independently within the scope of your job.
- You can see opportunities when they arise and take the initiative in using them to move the job along in a positive way.
- You can influence the attitude and opinions of other people, gaining their agreement through discussion and by persuasion of good ideas.
- You can make firm and well considered decisions about ideas and courses of action and set realistic timescales to get things done.
- You have the right attitude to learning in all the work you do. You use your experiences of your own performance in order to improve.
- You are able to think about your own performance and make an effort to improve yourself.
- You take responsibility for your own development and look for learning, training and career development opportunities.



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- You can demonstrate a knowledge and awareness of your personal responsibilities in the areas of risk management, health and safety and welfare. You look after yourself and others by identifying risks.

## **Analysis and Judgement**

- You are able to analyse a problem, recognising the component parts and how they go together. You can eliminate or minimise those parts with less relevance.
- You know where to go to get the information you need to complete a task or resolve a problem.
- You are able to identify and compile the information and statistics required to solve a problem and to arrive at a decision, having consulted with others where necessary.
- You have the common sense, flexibility and creativity to see when circumstances change and you use that information to arrive at an alternative solution.
- You are able to make rational, realistic and sound decisions based on the facts and alternatives available to you.

## **Interpersonal Skills**

- You show consideration, concern and respect for other people's feelings and opinions. You are a good listener and show empathy for other people's views and opinions.
- You co-operate and work well with others to achieve team goals, sharing information and supporting others.
- You are able to establish and maintain constructive and open relationships with a wide range of people, achieving positive shared outcomes. You also share feedback with others.
- You display a sound understanding of equality issues, respecting and valuing individual's diversity and the variety of their contribution.
- You communicate orally in a manner which is clear, fluent, concise and appropriate to the situation, and which holds attention both in groups and in one-to-one situations. You encourage feedback as appropriate.
- You are capable of producing written communications which are clear, fluent, concise and jargon free and are readily understood by the people they are aimed at.
- You are able to access and communicate with others through the competent use of information technology.



## **Customer/Client Awareness**

- You make an effort to obtain and listen to the needs and views of a wide range of customers and clients.
- You consider the implications of customer and client views on service plans and the services being provided, and you can make adjustments to or recommend changes to these as appropriate to bring about improvements
- You develop clear customer service standards and ensure that you and other staff comply with these.
- You are constantly mindful of equality and diversity issues in providing services, and you ensure you avoid unwitting discrimination.
- You provide services which have been designed to meet customer needs and expectations, and which conform to the highest professional standards, within a framework of accountability to stakeholders.
- You look for regular feedback from customers about services provided and use this to undertake and recommend continuous improvement to services.
- You understand the demands and requirements of private sector organisations.

## **ADDITIONAL INFORMATION:**

- This Council is committed to the safeguarding of children and vulnerable adults and all employees, and those who work on behalf of the Council, are expected to share this commitment.