

FALKIRK COUNCIL



Job Profile

Job Title:	Senior Leisure Attendant
Reporting to:	Sport & Leisure Duty Officer
Responsible for Line Management of:	N/A
Your Job is to:	The role requires the post holder to be the lead person on site, responsible for guiding the team to ensure effective & efficient customer service. Providing excellent facility supervision, the post holder will monitor activities & staff performance to uphold high standards of daily service delivery. Maintaining standards is essential, including adherence to H&S protocols to ensure the well-being of all customers & staff.
Grade:	F
What you will do :	
Job Specific Tasks	
1. Supervise, develop, and support the Leisure Attendant team to ensure an integrated approach to service delivery at all times. 2. Ensure effective communication and teamwork by involving the team in facility development for continuous improvement. 3. Implement Health & Safety procedures in accordance with FC policy, assisting on-site team in resolving emergencies. 4. Ensure the efficient operation of administrative systems, including compliance with procedures for reconciliation, banking, rota management, and incident reporting. 5. Report customer complaints and inquiries to the Duty Officer for investigation and appropriate action where required. 6. Assist the Duty Officer in delivering staff training, monitoring performance, attendance, and identifying training needs. Ensure all supervised staff have received and documented training. 7. Prioritise workload in line with the programme, clearly communicating work requirements, intentions, and progress to the team. 8. Maintain staffing levels and notify the Duty Officer of any staffing issues. 9. Record activity attendance and income in accordance with procedures, notifying the Duty Officer of any anomalies. 10. Prepare reports as required, including statistical reports, performance updates, maintenance records, and customer feedback.	

Job Demands

1. You will work in various locations, including outdoors, with travel between locations.
2. You will be required to plan and organise your own workload.
3. You will be required to plan and organise your own workload and that of others.
4. You will be required to contribute to development of plans and strategies.
5. You will be required to deal with conflicting priorities and deadlines.
6. You will regularly be responsible for cash handling or processing financial transactions such as invoices
7. You will delegate and allocate work to others.
8. You will be responsible for a small team.
9. You will have excellent written and verbal communication skills.
10. You may be required to interact with demanding/angry individuals.
11. You will be required to hold a driving licence.
12. You will provide a front-line service to council customers.
13. You will assess the needs of service users.
14. You will apply and ensure adherence to statutory regulations.
15. You will apply and ensure adherence to regulations or Council policy
16. You will be responsible for handling and processing information.
17. You will be responsible for stock control within your designated area.
18. You will be responsible for the security and management of a building.
19. You will be responsible for overseeing the maintenance, cleaning and repair of Council buildings.
20. You will be responsible for expensive equipment.
21. You must be mobile throughout the Council.
22. You will be required to work early mornings and/or evenings.
23. You will be required to use your own initiative.
24. You will be required to exercise sound professional judgement.
25. You will be required to maintain up to date knowledge of relevant legislation.
26. You will be required to maintain confidentiality at all times.
27. You will be required to work as part of a team.
28. You will be required to participate in a shift rota.

Health & Safety

1. Work safely and follow procedures.
2. Take care of own health and safety and that of others whilst at work.
3. Comply with the Council's Health and Safety Policy.
4. Help create and promote a positive health and safety culture.

Person Profile

Essential Education & Professional Qualifications & Memberships	Ideally you will have	How we assess this
• Excellent numeracy and literacy • Certificate in Pool Lifeguard Qualification • SVQ Level 3 in SCQF Level 3 (HNC) or equivalent, or relevant experience in a similar role. • Level 1 Disclosure	• Health and Safety Training in H&S in Leisure Certificate (must be attained within 6 months if not already held). or equivalent • Pool Plant Operators Certificate (must be attained within 6 months if not already held).	Application Form Interview Qualification
Essential Skills, Knowledge & Experience	Ideally you will have	How we assess this
• Coaching skills • Mentoring skills • Organisational skills • Customer care skills • Problem solving skills • People management skills • Attention to detail • Relevant experience is required. • Experience working as part of a team. • Experience in moving and handling. • Ability to organise competing demands. • Experience in direct cash handling. • Experience working in a front line customer service environment. • Previous supervisory experience.	• Experience using MS office packages. • Experience in managing a budget. • Gaelic language skills	Application Form Interview
Falkirk Council Values & Behaviours		How we assess this
• Demonstrates behaviours which are consistent with Falkirk Council Values (Responsive, Innovative, Trusted, Ambitious)		Application Form Interview