

FALKIRK COUNCIL



Job Profile

Job Title:	Sport & Leisure - Leisure Attendant
Reporting to:	Sport & Leisure Senior Leisure Attendant / Duty Officer
Responsible for Line Management of:	N/A
Your Job is to:	To ensure a positive image of the facility, it is essential to prioritise the safety and well-being of both staff and customers. This includes ensuring that all equipment is set up safely and on time, that the pool area is strictly monitored for safety, and that all facilities are clean and well maintained. By maintaining high standards of safety and cleanliness, we foster a welcoming environment that enhances the overall experience for everyone using the facility.
Grade:	D

What you will do :

Job Specific Tasks

1. Continuously monitor the pool area to ensure customer safety at all times, promptly addressing any potential hazards and providing assistance as needed to maintain a secure and enjoyable environment for all customers.
2. Set up and take down all equipment for individual and group activities, ensuring it is safe for customer use and being used correctly.
3. Clean and maintain designated areas as instructed by line manager.
4. Provide high levels of customer service by being available for assistance
5. Ensure the security of the building throughout the shift by checking that all exits are secure, windows are closed, and customers are safely accessing designated activity areas. Additionally, monitor and regulate lights and heating to maintain a safe and comfortable environment.
6. Answer phone, admit customers to the facility using the Front of House management bookings and admission system to ensure a smooth and efficient entry process.
7. Prepare cash reports at the end of each shift to reconcile the till printout with actual cash on hand.
8. Prepare banking and income vouchers in accordance with audit procedures.

Job Demands

1. You will be working in a sport/leisure facility
2. You may be required to handle cash or process financial transactions such as invoices

3. You will have excellent written and verbal communication skills.
4. You may be required to interact with demanding/angry individuals.
5. You will provide a front-line service to council customers.
6. You will be responsible for handling and processing information.
7. You will be responsible for overseeing the maintenance, cleaning and repair of Council buildings.
8. You will be responsible for moderately expensive equipment.
9. You may be required to work at heights.
10. You will be required to work early mornings and/or evenings.
11. You will be required to use your own initiative.
12. You will be required to exercise sound professional judgement.
13. You will be required to maintain up to date knowledge of relevant legislation.
14. You will be required to work as part of a team.
15. 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 • Pool Lifeguard Qualification • Gain/maintain PVG membership for working with Children & Protected Adults		Application Form
Essential Skills, Knowledge & Experience	Ideally you will have	How we assess this
• Pool Lifeguard Qualification	• 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. • Experience of COSHH regulations. • Experience in data protection legislation. • Experience in current Health and Safety regulations and procedures. • Basic computer literacy. • Experience in direct cash handling. • Experience working in a front line customer service environment. • Gaelic language skills	Application Form Interview Qualification
Falkirk Council Values & Behaviours		How we assess this
• Demonstrates behaviours which are consistent with Falkirk Council Values (Responsive, Innovative, Trusted, Ambitious)		Application Form Interview