



Leisure Centre Attendant

Role Profile / Job Description

Role Title:

Leisure Centre Attendant

Responsible to:

Duty Officer

Venues / Departments:

Merthyr Tydfil Leisure Centre / Aberfan & Merthyr Vale Community Centre

Hours:

Various contracts available

Salary:

£20,048.08 pro rata / per annum

Primary Purpose:

To provide a high quality service to all those visiting and using **Wellbeing@Merthyr** facilities and contribute to our vision of Creating healthier and happier communities. Be pro-active in promoting **Wellbeing@Merthyr** activities and maintaining the facility / area at which you work and the customer experience.

Specialist Accountabilities:

(broad parameters)

1. To act as a pool lifeguard to ensure the welfare and safety of patrons using the facility;
2. To ensure that RLSS standards are adhered to at all times;
3. Ensure that all Health and Safety and Pool Plant standards are maintained at all times;
4. To ensure that the cleanliness and hygiene of all areas of the Leisure Centre, as instructed, is of the highest standard at all times;
5. To interact with our customers in a courteous and welcoming manner;
6. To comply with pool safety operating procedures at all times;
7. To maintain a vigilant watch of the swimming pool area in accordance with the operating procedures and take necessary action to ensure the safety of all pool users and staff;
8. Ensure that appropriate legislation is complied with e.g. Health & Safety at Work Act, to ensure continued safety of staff, customers and oneself;
9. Carry out regular checks of the changing facilities, paying particular attention to customer safety, facility operation, security, cleanliness and hygiene;
10. Ensure that pool water reading are taken and recorded at the designated times (and allied water treatment);
11. To check the safety of equipment in areas of responsibility and report and damage or malfunction of equipment, plant or building fabric to the Duty Manager immediately after discovery;
12. To ensure that all Pool equipment is stored safely and securely when not in use;
13. Perform inspection of pool safety equipment, including rescue aids and alarms, in accordance with the operating procedures;
14. To act as a teacher / instructor in the delivery of the pools programme of activities;
15. To ensure that lost property is handled and recorded in line with procedures;



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16. To participate / attend staff training and achieve and maintain the NPLQ in order to maintain the ability to carry out the duties of the role effectively;
17. To attend staff meetings as and when required;
18. Perform routine checks of customers' receipts to ensure proof of payment for entry to the swimming pool;
19. When required, assist the Dry side Attendant / Cleaner in all areas of the Centre, including the Gym and the Café, with cleaning and preparation of facilities and setting-up for both events and day to day use;
20. Assist with minor repairs and maintenance;
21. To comply with the Emergency Action Plan for the facilities and assist with any such incidents in the appropriate manner;
22. To participate / instruct, and successfully complete both, any organisational training and development opportunities as designated by the Wellbeing@Merthyr management team; and,
23. As part of your duties you may be required to work in any of the Leisure Trust Buildings;

Generic Accountabilities:

(broad parameters)

1. To implement Wellbeing@Merthyr's Equalities Policy at a level appropriate to the job and must at all times carry out his / her duties with due regards to Wellbeing@Merthyr's Equalities Policy and relevant legislation;
2. To take pride in your work and the workplace to ensure the presentation and cleanliness of the facilities are consistently maintained to a high standard;
3. *Be responsible for the implementation of, and adhere to, the provision of legislation relating to health and safety,*
4. To follow health and safety guidelines;
5. To ensure that work undertaken is safe at all times, and that Wellbeing@Merthyr's safe working procedures, risk assessments and health and safety policies are followed at all times by employees and customers;
6. To respond positively to customers and staff, developing, maintaining and promoting good working relationships with all staff, users and partners;
7. To work collaboratively with the Duty Officer and other members of Wellbeing@Merthyr in order to ensure a consistent service is provided to all customers;
8. Occasionally undertake duties and responsibilities with regard to Wellbeing@Merthyr's Equal Opportunities and Health & Safety policies. This may include providing assistance with evacuation procedures or building searches in the event of an emergency at any of Wellbeing@Merthyr premises;
9. To ensure compliance with the Data Protection Act, Freedom of Information Act, and any other specific legislation that impacts upon, and exists to protect, the corporate health of the organisation, whether relating to personnel management or service delivery;
10. To familiarise oneself with, remain up-to-date and adhere to Wellbeing@Merthyr policies and procedures and, at all times, carry out his / her duties and professional conduct with due regard to Wellbeing@Merthyr Policy;
11. Ensure all resources (including IT hardware and software) are used safely, legally and efficiently;



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12. Undertake any legitimate duty, role or task that may be required to meet customer expectations or benefit the commercial operation of the Leisure Centre;
13. Actively promote **Wellbeing@Merthyr's** services by ensuring a high and consistent level of service provision that will encourage repeat business;
14. Take accountability in all areas of their work;
15. To report punctually for duty, ensuring that you are on poolside at least 5 minutes before the start of your shift and maintain high personal standards in relation to a clean / tidy personal appearance;
16. To be an active and supportive team member, contributing in a constructive manner and treating all customers and staff with fairness and courtesy;
17. *Your duties will be as set out in the above job description but, please note, that **Wellbeing@Merthyr** reserves the right to update your job description from time to time to reflect changes in or to the post.*
18. *The list of duties in this job description should not be regarded as exclusive or exhaustive. There will be other duties and requirements associated with the post and in addition, as a term of your employment, you may be required to undertake various other duties as may reasonably be required;*

Success Measures:

- Levels of Customer Service;
- Positive feedback from Team Members;
- Staff / Customer Satisfaction and Feedback; and
- Internal Feedback Mechanisms;

This role profile sets out the main duties and parameters of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. There will therefore be other duties and requirements associated with your role and, in addition, as a term of your employment, you may be required to undertake various other duties as may reasonably be requested. Such variations are a common occurrence and cannot by themselves justify a reconsideration of the post.





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What we are looking for (Person Specification)

When preparing your written application, you will need to provide evidence against the criteria below, either in a work or personal situation. You may wish to use the STAR model. Briefly explain the situation, the Tasks and Actions you were required to take, and the Results for you, the customer and the organisation.

A. Knowledge and Experience

No.	Quality	Criteria	Measured
1.	Knowledge and competence in the use of Time Management systems and till systems, e.g. SCUBA and EPOS	Desirable	Application
2.	Experience in delivering swimming lessons	Desirable	Application

B. Skills and Abilities

No.	Quality	Criteria	Measured
1.	Good communication skills to be able to communicate effectively with the general public and other staff members, both verbal and written	Essential	Application / Interview
2.	Collaborative and team focused	Essential	Application / Interview
3.	Ability and confidence to instruct customers in the use of equipment	Essential	Application / Interview
4.	Excellent interpersonal skills and the ability to encourage others	Essential	Interview
5.	Ability to work within a team and on own initiative	Essential	Application / Interview
6.	Ability to think on their feet and make prompt decisions	Essential	Interview

C. Values

No.	Quality	Criteria	Measured
1.	An appreciation of, and commitment to, the distinctive culture and philosophy of the organisation	Essential	Interview
2.	Works positively and inclusively with colleagues, partners and customers in order to ensure that Wellbeing@Merthyr does not discriminate against people on the grounds of age, sexuality, religion or belief, race, gender or disability.	Essential	Interview
3.	Committed to the aims, values and future of Merthyr Tydfil through the work of Wellbeing@Merthyr in partnership with the council and all stakeholders	Essential	Interview
4.	A team player, committed to working across teams showing integrity	Essential	Interview
5.	Has a positive 'can do' attitude, friendly and flexible approach to all customers and Partnering Organisations, with the ability to work under pressure	Essential	Interview
6.	Very strong personal integrity and commitment to upholding the highest professional standards. Is trusting, honest and open	Essential	Interview
7.	Cares about the role and the tasks undertaken, with a willingness to uphold and actively promote all Wellbeing@Merthyr service standards and policies	Essential	Interview
8.	Demonstrates trust, openness and respect in dealing with people	Essential	Interview
9.	Takes pride in their work	Essential	Interview
10.	Takes responsibility for own actions	Essential	Interview

D. Other Requirements / Responsibilities

No.	Quality	Criteria	Measured
1.	Commitment to personal professional development, seeking training and development opportunities and willing to attend training programmes, workshops and seminars when requested to do so.	Essential	Application / Interview
2.	Commitment to high quality service delivery	Essential	Interview
3.	Ability to work flexibly and to take on additional duties where required to support your team members	Essential	Application / Interview
4.	Able and prepared to work flexible work patterns, including evenings, weekends and Bank Holidays	Essential	Application / Interview
5.	Ability to work at both Merthyr Tydfil Leisure Centre and Aberfan & Merthyr Vale CC, as the need arises	Essential	Application / Interview
6.	The ability to work effectively, efficiently and as economically as possible in all that you do	Essential	Application / Interview

E. Qualifications

No.	Quality	Criteria	Measured
1.	NPLQ	Desirable	Application
2.	Levels 1 & 2 Swimming Teacher	Desirable	Application
3.	Level 2 Gym Instructor	Desirable	Application
4.	Pool Plant Operators	Desirable	Application
5.	First Aid at Work	Desirable	Application
6.	Manual Handling	Desirable	Application
7.	Customer Care qualification (Play Book)	Desirable	Application
8.	Chair Evacuation	Desirable	Application
9.	Level 2 Food & Hygiene	Desirable	Application
10.	Level 2 Pool Water Testing	Desirable	Application
11.	Fire Warden qualification	Desirable	Application

Wellbeing@Merthyr will consider supporting new members of staff in attaining any necessary qualifications, providing a "Minimum Work Commitment Agreement" is signed.

Where new employees accept a training agreement but leave before completion of the minimum service length commitment, they will be liable for the repayment of any unmet training costs.

F. Welsh Language

No.	Quality	Criteria	Measured
1.	The ability to speak Welsh	Desirable	Application
2.	The ability to listen and understand conversations in Welsh	Desirable	Application
3.	The ability to write in Welsh	Desirable	Application
4.	The ability to read Welsh	Desirable	Application

