



## Job Outline

### Culture and Customer Services

Job Title	Leisure Attendant	Post Number	
Responsible to	Duty Manager		
Overall Purpose: Carry out duties as qualified and competent in supporting the operation of the facility, promoting good customer relations and assisting in the provision of a quality service in accordance with the Council's Policies, Procedures and Financial Regulations.			

Principal Accountabilities	
1.	Supervision of users to enhance their enjoyment of the facility and to prevent injury, misuse or damage.
2.	General duties including cleaning, setting out and dismantling of equipment and simple maintenance.
3.	Providing basic instruction in a variety of leisure and sports activities.
4.	Organisation and supervision of Sessional activities as directed.
5.	Any duties and responsibilities appropriate to the grade and level of responsibility of the post.
**	In this role you are required to speak English with sufficient fluency to effectively perform your duties, as required by Section 42 of the Immigration Act 2016.
**	The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility.



## Employee Specification

**Post Title: Leisure Attendant**

### Essential Criteria

- Previous experience of working with the public
- Operation of Sports equipment
- COSHH
- Treats customers with respect
- Good customer care skills
- Delivers information clearly
- Listens to understand
- Is clear, thorough and accurate
- Works on own initiative
- Is a team player
- Flexible to work evenings, weekends and Bank Holidays
- An ability to fulfil all spoken aspects of the role with confidence through the medium of English.

### Desirable Criteria

- Previous experience working in a leisure centre
- Coaching/teaching qualification
- Institute of Customer Services qualification
- First Aid certificate
- Handling chemicals
- INPLQ
- Solves problems
- Use of computerised booking and till systems
- Knowledge of Microsoft Office package