



Falkirk Council

Job Description

Section A: Job Definition

Job Title: Casual Leisure Attendant
Service: Sport & Leisure
Grade: D

Section B: Organisational Relationship

Senior Supervisor: Duty Officer and Team Leader.
Immediate Supervisor: Senior Leisure Attendant.

Section C: Job purpose

To provide a good image of the facility ensuring all the team and customers are safe within that environment, that the equipment provided is safe and set up on time, that the facilities are clean and well maintained.

Section D: Key responsibilities

- Provide a high level of customer service by being available as and when required for assistance, information and instruction.
- Behave with courtesy to staff and customers and leave the premises safe, clean and tidy.
- Setting up and dismantling of equipment.
- Cleaning of equipment and apparatus.
- Cash handling and use of point of sales systems.
- Work with the team to develop procedures, monitoring systems and ensure safe working practices are adhered to all times
- Carry out Emergency procedures as part of the centre team, where appropriately trained administer First Aid as required.
- Responsibility for the overseeing and general safety and behaviour of customers to prevent misuse and damage to equipment and facilities.
- To take reasonable care for your own health and safety and that of others whilst at work, to co-operate with managers to comply with safety regulations and the Corporate and service Health & safety policy.

- Administration duties, including upkeep of booking systems and day to day quality assurance system.

Section E: Accountability

- Prioritise workload in keeping with the daily programme. Communicate your work requirements, intentions and progress clearly to centre team
- Ensure all equipment is in good working order when setting up and dismantling.
- Ensure the safety of all customers & colleagues at all times.
- Ensure all equipment is stored safely, efficiently, and competently. Keep the work and storage areas clean and tidy.
- Comply with relevant Health and Safety Regulations and follow the correct Health and Safety procedures as required by current legislation and Company practice including use of tools, working at heights, lone working, manual handling and personal protective equipment.
- Positively represent Falkirk Council if issues arise.

Section F: Knowledge, Skills and Experience

Essential

- Flexibility and able to take a multi skills approach to the workload.
- Have an awareness of customer needs.
- Good communication skills.
- A high degree of motivation and initiative.
- Be able to work with minimum supervision.

Desirable

- The post holder will ideally possess a current recognised first aid qualification.
- Previous experience of associated leisure industry work.

Section G: Demands

Understanding

- Will be aware of all matters regarding their health & safety and that of those around them.
- Will be aware of COSHH regulations, Risk assessments and Quality assurance.
- Will be required to understand schedule to ensure timeous setting up of equipment for customers.
- Will be required to ensure the safety of customers whilst in the facility.
- Ensure the cleanliness of facilities at all times and take appropriate action.
- To ensure the equipment required is safe, maintained and clean.

Problem Analysis

- Dealing with customer comments and sharing outcomes.
- Dealing with customer enquiries.
- Communicating situations to the Duty Officer that cannot be dealt with immediately or require a more complex decision.

Anticipatory Thinking

- Requires being accurate with information offered to customers.

- Ensuring all equipment is in good working order and safe to use for forthcoming programmes and events.

Judgement

- Will require to use experienced judgement to ensure all customers' needs and expectations are met.
- Will use own initiative to ensure there is no detriment to the service and be confident and positive in the way that duties are carried out.

Creativity

- Will communicate regularly with team members and Duty officer to offer suggestions to increase efficiency.
- Working as part of teams to ensure the smooth running of the facilities.

Thinking Parameters

- The ability to prioritise tasks.
- Effective communication with all users.

Section H: Communications and contacts

The post holder will present a professional high profile image. They will be a point of contact for customers using the facility and will set the tone for that visit, therefore a high level of customer care is essential.

Internal

- Senior Leisure Attendants
- Duty Officers
- Other FC team members

External

- Customers

Section I: Environment

The post holder will have the ability to multi task, one minute cleaning an area, the next presenting a professional image to customers therefore a high level of hygiene and cleanliness is required.

The post holder will need to be aware of health and safety implications when leaving one area to work in another. When carrying out duties the post holder will be expected to consider the implications of any associated manual handling and use of potentially hazardous chemicals for which protective clothing will be issued.

The post holder will be required to be mobile within the Falkirk area.

Approved by:

Approval date:

Post holder signature.....

