

**JOB DESCRIPTION**

**Location: Sharples Health Hub**

**Job Title**: Leisure/Front of House Attendant

**Grade:** Grade 3

**Hours: As and when required by the service including days, evenings, weekends and Bank Holidays**

**Accountable to: Health Hub Manager/Supervisor.**

**PURPOSE AND OBJECTIVES OF THE JOB**

To provide an efficient and effective service to customers of the Health Hub in all areas including Poolside Supervision, customer liaison, housekeeping, functions and events, preparation in regards to setting up and dismantling of various equipment.

Taking, reconciliation, and banking of monies, completing all necessary paperwork.

Opening and closing of all internal and external areas of the building.

To attend ongoing training to maintain NPLQ qualifications and to achieve by re-qualifications. (If required).

Acting as first point of contact in the event of any emergency situation.

**MAIN DUTIES AND RESPONSIBILITIES**

1. Safe preparation and control of all wet and dry/outdoor facilities, e.g. changing rooms, equipment, erection of sports and other ancillary equipment.

2. To assist in the operation of functions/events.

3. Safety and control of customers in accordance with the Normal Operating Procedures, Emergency Action Plans and other relevant guidelines, policies and procedures as provided, to prevent injury, misuse and damage to facilities in wet and dry areas.

4. Internal and external cleaning, other hygiene duties in accordance with work schedules and the needs and demands of the service.

5. To give assistance to customers seeking advice and information.

6. To assist customers and ensure that complaints (e.g. accidents, damage, etc.) and/or suggestions are referred to supervision in accordance with the procedures.

7. To ensure all lost property is delivered to a collection point and properly recorded and secured.

8. To give assistance with general duties and to ensure that standards of security, stock and equipment are maintained.

9. To carry out patrols both inside and outside the building and report any breaches of conduct/safety to the Supervisor.

10. To undertake training as required to maintain the highest level of operational efficiency.

11. The taking and reconciliation of monies from all customers, completing all necessary paperwork in accordance with Hub financial procedures.

12. To open and close the building in line with the operating hours of the Hub.

13. To answer telephone calls and take bookings for all prospective user.

14. To meet/liaise with customers at reception, and take bookings on request.

15. Undertake cleaning duties as and when required.

16. Report/ Record all Health and Safety related issues to the appropriate person ensuring both customers and buildings are not at risk.

17. To promote the Hub and it’s facilities in a positive light at all times.

18. Completing building checks on a daily basis.

19. Carry out pool tests as per procedures.

**OTHER DUTIES AND RESPONSIBILITES**

1. The above requirements of the job are intended as a basic outline. There will be other tasks related to ensuring customer satisfaction, care and safety, and Hub Attendants will be expected to adopt a flexible and helpful approach.

2. In addition to these requirements and tasks, the Hub Attendant will be expected to conform to the ‘Codes of Conduct’ for all staff and will be expected to comply with the Trust’s procedures, policies and processes. Disclosure of confidential information may constitute gross misconduct.

3. To undertake any other duties as and when required by Management that are commensurate within the grade and job title of the post.

**Date Job Description prepared/updated by the Director of Business and Finance: March 2019**

**PERSON SPECIFICATION**

**POST: Leisure/Front of House Attendant**

**SERVICE: Sharples Health Hub.**

**GRADE: 3**

Note to Applicants:

The *Essential Criteria* are the qualifications, experience, skills or knowledge you MUST SHOW YOU HAVE to be considered for the job.

The *Desirable Criteria* are used to help decide between candidates who meet ALL the Essential Criteria.

The *How Identified* column shows how the Council will obtain the necessary information about you.

If the *How Identified* column says the Application Form next to an Essential Criteria or a Desirable Criteria, you MUST include in your application enough information to show how you meet these criteria. You should use examples from your paid or voluntary work.

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| ESSENTIAL CRITERIA | HOW IDENTIFIED | DESIRABLE CRITERIA | HOW IDENTIFIED |
| **(a) Qualification and Experience** |
| Experience of working in a similar environment. | App form | First Aid Certificate, Current NPLQ Certificate/Ability to obtain. | App form/Interview. |
| Demonstrated experience of dealing with groups, clubs and organisations | App form | Coaching Qualification wet and/or dry | App form/Interview |
| Experience of working in a customer focused industry, | App form | NVQ Level 2 in Operational Services (or the ability to obtain) | App form. |
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| **(b) Skills and Knowledge** |
| Interpersonal skills including friendly, outgoing person who likes to meet different people. | Interview | Ability to pursue further training opportunities. | Interview |
| Ability to work within a team with common objectives. | Interview |  | App form/Interview. |
| Ability to carry out different tasks cheerfully and with a positive attitude. | Interview |  | Interview. |
| High standards of personal presentation and appearance. | Interview |  | Interview |
| Flexibility to work early morning’s, evenings, weekends and Bank Holidays.  |  |  |  |