



Craven District Council

Job Description

Job title: Casual Leisure Attendent

Service: Craven Leisure

Pay Scale: Scale 2, inclusive rate for weekends and shift working
12.1% holiday pay allowance

Job Purpose

To be responsible for the general control of the swimming pool area to ensure the safety of bathers and users, other members of the public and staff in line with the Council's Normal Operating Procedure (NOP), the Emergency Action Plan (EAP) and any other relevant Health and Safety Notices.

Job Description

As Leisure Attendant your main duties and responsibilities will be:

Duties

- General observation of bathers and users to prevent any dangerous or unacceptable behaviour;
- To control the behaviour of pool users in accordance with the Poolside Code of Conduct as set out in the Council's NOP and EAP;
- To respond quickly and efficiently to any problems arising and, when necessary, respond to emergencies and take appropriate lifesaving action in accordance with the Council's Emergency Action Plan;
- To attend to minor accidents, administer appropriate first aid and maintain accurate records as necessary;
- To ensure customers receive a friendly and effective service at all times;
- Provide accurate, relevant and complete information in response to requests ensuring that information is provided in accordance with Data Protection Regulations;
- To regularly attend staff training, staff are required to undertake training on a monthly basis (as set out in the conditions of employment);
- To perform daily and monthly health and safety inspections.

Security of Premises

- To carry out regular patrols of the pool premises, buildings and the immediate surrounding areas;
- To take appropriate action to deal with inappropriate behaviour reporting such instances to the Leisure Services Manager and/or the Duty Supervisor without delay.

Cleaning and Maintenance

- To carry out cleaning duties throughout the premises as directed by the Leisure Services Manager and/or the Duty Supervisor;
- To carry out regular "patrols" of the premises, the immediate environment of the buildings, including the tennis courts, and any other area picking up any litter or discarded items as directed by the Leisure Services Manager and/or the Duty Supervisor;
- To complete daily and weekly cleaning duties;
- To regularly inspect/clean the changing rooms and toilets and ensure they are maintained in a clean and tidy state;
- To conduct water tests to produce accurate readings and maintain appropriate records.

General

- To assist in Reception, on a relief basis, as required;
- To assist in the Fitness Suite, as required;
- To assist with any routine administration work, as required;
- To assist with full working operation of the pitch and putt course, as required;
- To assist in the cafe, as required;
- To assist in the setup of dance studio and outdoor activities equipment, as required;
- Any other duties commensurate with the post holders scale.

Supervised by

Operations Manager
Duty Manager

Supervisory Responsibilities

None

Contacts

Swimming pool users, members of the public, Craven District Council staff, employees of Craven Swimming Pool, school groups, swimming club members.

Special Conditions

Uniform provided to be worn on duty and not at any other time.

The job description is not a definitive list of tasks. It is designed to give an overall view of the job it is not an indicator of the sole requirements of the work required. It is expected that you will use initiative and develop your own style to achieve the overall purpose. The precise responsibilities may change from time to time in line with the organisational requirements of the Council. Reasonable adjustments will be made to working arrangements to accommodate a person with a disability who would otherwise be prevented from undertaking the work.

Person Specification

Leisure Attendant

Qualifications and Training	Essential	Desirable	Verified by
RLSS National Pool Lifeguard Certificate (or equivalent)		X	Application/ Certificate
Full First Aid Qualification		X	Application
Knowledge & Experience	Essential	Desirable	Verified by
Providing a positive experience for customers and managing any customer queries promptly and efficiently.	X		Application Form /Interview
Experience and knowledge of an aquatic/poolside environment.		X	Application Form /Interview
Skills/Abilities	Essential	Desirable	Verified by
Strong swimming ability with a passion for health & wellbeing	X		Application Form /Interview
Must be prepared to work flexible shift hours including evenings, weekends and bank holidays	X		Application Form /Interview
To be able to cope with routine, whilst maintaining high standards of observation and awareness of surroundings	X		Application Form /Interview
To be able to respond to an emergency situation calmly and effectively	X		Application Form /Interview
To have excellent verbal communication skills in order to provide information and respond to queries	X		Application Form /Interview
To be able to apply Health and Safety Procedures in a practical manner	X		Application Form /Interview
To have high personal standards in relation to appearance and personal presentation	X		Application Form /Interview