

**Job Description**

**Leisure Attendant**

Level: 3

**Responsible To: Responsible For:**

Duty Managern/a

**About the job:**

As part of the Council’s Leisure Services team, you will be responsible for carrying out a broad range of duties in order to maintain a high standard of surveillance and service to customers, ensuring they can make full and safe use of the leisure facilities.

**Role:**

To provide an efficient service to all customers at the leisure centre in a polite and courteous manner. Pro-actively providing information to promote the Centre to the public at all times and responding positively to customer enquiries.

To follow direction of the Duty Managers and work collaboratively alongside other leisure attendants. You will provide surveillance and cover a rota of tasks across all areas of the centre i.e. pool area, changing rooms, showers, corridors, gym, studios, reception.

To possess a National Pool Lifeguard Qualification (NPLQ) and ensure this is up to date and personal competency is maintained. You will monitor customers safety in the pool area, warning swimmers of improper activities or danger and, enforcing pool regulations and water safety policies.

To administer first aid in the event of injury, rescue swimmers in distress or danger of drowning, and administers CPR and/or artificial respiration, if necessary.

To support the Senior and Duty Managers by ensuring the Leisure Centres are opened and closed in accordance with procedures, and periodic checks and day to day routine site maintenance on facilities and equipment are carried out as required i.e. daily plant and pool water treatment checks, heating or ventilation units, filters and pumps.

Assisting members of the public to use facilities safely and safeguard the day to day preparation of the pool facilities for swimming lessons or all other activities.

To maintain health and safety, security, and appropriate standards of behaviour when providing surveillance to all areas of the centre.

To maintain good housekeeping and cleanliness in all areas in support of the cleaner. Reporting any defects or faults to the Duty Manager and take immediate action to prevent customers being exposed to potentially dangerous hazards.

To provide periodic cover on reception, you will be responsible for charging admissions, taking bookings, renting out equipment, handling cash or answering the phone.





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| **Responsibilities:****Team:*** You will prioritise team objectives over individual objectives.
* You will support and respect your colleagues at all times.
* You will work together to share knowledge and experiences to improve your service.
* You will practice pool safety and ensure safe use of any equipment and facilities required.
* You will participate in development activities as required.
* As required, take responsibility for the rapid and effective application of lifesaving skills.

**Corporate:*** You will carry out your duties and responsibilities in line with the Health & Safety Policy and associated legislation.
* You will actively engage with customer care, value for money and performance management.
* Your duties will be carried out in line with our equality scheme.
* You will be compliant at all times with GDPR and data protection legislation.
* In line with the Digital Strategy you will actively support the use of digital systems in all aspects of work.
* Compliance and commitment to Council’s Safeguarding Policies and relevant legislation
* All other duties and responsibilities as appropriate in order for the post to be carried out effectively

**Organisational:*** You will be prepared to take on responsibilities and projects that may be outside of your normal work area but are relevant to your role.
* You will support an inclusive culture which provides opportunities for everyone to participate and progress.
* You will support effective relationships across all Directorates, with stakeholders, external partners and the public to ensure the Council’s priorities and objectives are met.
* To adhere to the Council’s Data Quality Policy at all times by ensuring the high standard and accuracy of information is produced by the postholder, and to undertake any roles and specific duties in line with the Council’s Data Quality Policy and Performance Management Framework
* You will positively promote and represent the Council at all times.
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| **What the successful candidate will have:**

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| **Qualifications**Candidate must either have or be able to achieve a National Pool Lifeguard Qualification (NPLQ) – training opportunities can be provided to the right applicant.Applicants must be competent swimmers, able to:* Jump/dive into deep water
* Swim 50m in less than 60 seconds (2 x pool lengths)
* Swim 100m continuously on front and back
* Tread water for 30 seconds
* Surface dive to the floor of the pool (1.8m)
* Climb out of the pool unaided without using steps or ladders
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| **Experience*** Previous experience of working within the leisure industry or a customer focused environment
* Practical experience of following health and safety procedures and policies.
* A keen interest in sports and leisure is desirable
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| **Knowledge** * General understanding of the leisure working environment, such as facilities, maintenance, pool safety and customer care would be advantageous
* Knowledge of current safety requirements.
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| **Skills & Abilities*** Excellent customer care.
* Great communication skills both verbal and written.
* Good IT skills in order to use electronic or administration systems.
* Basic numeracy skills, e.g. cash transactions, count stock, read and understand measurements.
* Ability to follow direction and operate as part of a team to achieve results.
* High personal integrity and motivation
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**Our Values & Behaviours**

**Customer Focused** - We listen to our communities, keeping them informed about the things that matter most to them and providing a professional and responsive service.

**Forward Thinking** - We solve difficult problems by being adaptable, resilient, and innovative.

**Working Together** - We are focused on achieving our collective goals as an organisation and we support our colleagues to deliver excellent services.

**Making a Difference** - We make a positive difference for our communities by being helpful and going the extra mile.

**Delivering Quality Services** - We strive for quality in everything we do, making sure the people of Chorley and South Ribble get the best outcome.