

# General Leisure Attendant - Dryside

## JOB PROFILE

<b>JOB TITLE:</b>	General Leisure Attendant - Dryside
<b>RESPONSIBLE TO:</b>	Customer Services Manager
<b>SALARY:</b>	£11,560
<b>RESPONSIBILITY:</b>	<p>To assist in the effective provision of the day-to-day operations of the facility ensuring that all areas operate in accordance with the current N.O.P. (Normal Operating Procedures), E.A.P. (Emergency Action Plan) and Health and Safety Legislation.</p> <p>To ensure that the cleanliness of the building and its surrounds are that specified in the standards document and to ensure that the cleanliness standards are maintained throughout the day.</p> <p>To assist where required with activity set ups.</p>
<b>LOCATION:</b>	The post holder can be utilised in any section of the facility where they are competent and/or qualified to do so.

### JOB PURPOSE:

<ul style="list-style-type: none"> <li>To provide our clients with a safe, clean and pleasant environment where they can enjoy their chosen activity and assist with any queries that they might have.</li> </ul>
<ul style="list-style-type: none"> <li>To assist in ensuring that the facility is to an acceptable high standard in accordance with quality systems, prior to, during and after public opening times.</li> </ul>
<ul style="list-style-type: none"> <li>To assist in ensuring the facility operates in compliance with all Health and Safety recommendations relevant at that time.</li> </ul>
<ul style="list-style-type: none"> <li>To take a proactive role in the developing/selling of all areas in the facility.</li> </ul>
<ul style="list-style-type: none"> <li>To ensure that all activities start and finished at programmed times.</li> </ul>
<ul style="list-style-type: none"> <li>To assist in any way you can with the delivery of "Our Jigsaw" – Vision &amp; Values, the FISH! Philosophy and any Total Quality Management initiatives/systems operating at any one time in the facility (Hospitality Assured, Investors in People, QUEST, ISO, etc).</li> </ul>

### MAIN AREAS OF RESPONSIBILITY

#### PRINCIPLE RESPONSIBILITIES:

<ul style="list-style-type: none"> <li>To ensure that the level of cleanliness and hygiene within the facility is acceptable and meets the quality standards before, during and following operational hours.</li> </ul>
<ul style="list-style-type: none"> <li>Control of chemical consumption within the facility.</li> </ul>
<ul style="list-style-type: none"> <li>Responsible for storage areas.</li> </ul>
<ul style="list-style-type: none"> <li>Responsible for maintaining equipment and reporting faults and breakages.</li> </ul>
<ul style="list-style-type: none"> <li>To improve standards throughout facility in relation to cleanliness.</li> </ul>
<ul style="list-style-type: none"> <li>Control of First Aid supplies and stock.</li> </ul>
<ul style="list-style-type: none"> <li>To effectively deliver day-to-day provision for the operations within the facility.</li> </ul>
<ul style="list-style-type: none"> <li>To ensure that the facility runs in accordance with the N.O.P and E.A.P.</li> </ul>
<ul style="list-style-type: none"> <li>To deliver the highest possible standard of customer service.</li> </ul>

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<ul style="list-style-type: none"> <li>To ensure you understand and put into practice the Company's Health and Safety Policy.</li> </ul>
<ul style="list-style-type: none"> <li>To ensure the facility Health &amp; Safety checks are carried out at all times.</li> </ul>
<ul style="list-style-type: none"> <li>To ensure all equipment is kept in good working order and operates safely at all times.</li> </ul>
<ul style="list-style-type: none"> <li>To attend training regularly and when requested to do so, attend meetings.</li> </ul>
<ul style="list-style-type: none"> <li>To ensure you become familiar with the regular facility programme and plan ahead for the effective set ups for such activities.</li> </ul>
<ul style="list-style-type: none"> <li>To ensure you understand fully the requirements for all events and report any lessons learned for future consideration.</li> </ul>
<ul style="list-style-type: none"> <li>To assist in the delivery of any Quality Management Systems within the facility.</li> </ul>
<ul style="list-style-type: none"> <li>To assist in the delivery of any Total Quality Management initiatives within the facility.</li> </ul>
<ul style="list-style-type: none"> <li>To ensure that "Our Jigsaw" – Vision and Values is reflected in all aspects of your job.</li> </ul>
<ul style="list-style-type: none"> <li>The post holder may be required to perform duties appropriate to the post, other than those described in this job description. The particular duties and responsibilities attached to the post may vary from time to time without changing the general character of the duties or the level of responsibilities entailed. Such variances are common occurrence and do not in themselves justify reconsideration of the post salary position.</li> </ul>

Please note that this specification may be subject to alteration from time to time.

PERSON SPECIFICATION	
ATTRIBUTES	ESSENTIAL The minimum requirements for the safe and effective post performance
EXPERIENCE	1. Customer orientated environment.
EDUCATION & QUALIFICATIONS	1. None
SKILLS & ABILITIES (General)	1. Must be able to work under pressure 2. Must be willing to take guidance and instruction from colleagues
SKILLS & ABILITIES (Post Specific)	1. Must be able to work on their own initiative as well as part of a team 2. Must be a good time keeper 3. Must be hard working and committed 4. Must be committed to maintaining own high fitness level
INTERPERSONAL & SOCIAL SKILLS	1. Excellent communication skills. 2. Must have very high personal standards which are maintained at all times 3. Must be able to communicate with colleagues at all levels in organisation 4. Must be able to represent the Company out with the facility 5. Must be able to work evenings and weekends and have a very flexible approach



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### BENEFITS PACKAGE WITH INVERNESS LEISURE

#### Free access facilities at Inverness Leisure

Free immediate access to "High Life" card for part time and full time staff. Cards will then be extended to immediate members of your family living at the same address after completing 6 months employment.

*\* Variable hours contracts/Casuals will be required to work an average of 8 hours per week over a 13 week period (and maintain this) before they will be entitled to free access. In addition, the family option will not be available to variable hours/casual staff. There is a small tax implication which will be explained to you on joining.*

#### Final Salary Pension Scheme

You will automatically be entered into the Highland Council final salary pension scheme. You have the option to "opt out" of this scheme should you wish.

#### Childcare Voucher Scheme

The Company is registered with the government "Kiddi Voucher" scheme which has a potential saving to parents of £1,196 per annum. Employees who decide to join the scheme have an agreed amount deducted from their wages and receive vouchers instead of part of their salary. Employees save because they effectively swap part of their taxable salary for tax free childcare vouchers. For more information please visit [www.kiddivouchers.com](http://www.kiddivouchers.com). If you want to join this scheme you will require Inverness Leisure's scheme number which can be obtained from Human Resources.