**JOB DESCRIPTION**

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| **Job Title:** | **Leisure Attendant** |
| **Reporting To:** | Duty Manager |

**Background**

Wave Leisure Trust Ltd (Wave) was formed in 2006 as a registered charitable company limited by guarantee.The Trust manages eight facilities on behalf of Lewes District Council, East Sussex County Council, and in partnership with Seaford Head School, Ringmer Community College, Priory School and Newhaven Town Council. Recently Wave also acquired Sport Eastbourne sites and East Grinstead Sports Club.

Over the years Wave has had one fundamental and driving purpose of ***“inspiring active lifestyles”*** and as such is determined to deliver to the Vision of being “at the heart of an improvement in health and wellbeing within the community”.

The five key pillars underpinning Wave’s Vision are; Achieving Excellence, Business Sustainability, Engaging Staff and Partners, Customer Choice and Delivering to the Community.

**The Post in Context**

The key purpose of this post is to maintain constant surveillance of customers in the facility; acting immediately and appropriately to secure the safety of customers in the event of emergency. When necessary you will provide emergency care and treatment as required until the arrival of emergency medical services.

**Customer Service**

The priorities of the Leisure Attendants are:

1. To provide a friendly and efficient service to all customers.
2. To pro-actively provide information to promote the Sports Club to the public at all times.
3. To respond positively to customer enquiries.
4. Document and book in activities, events and participants to classes.

**General Tasks**

* To clean all areas of the Centre including the gym, changing rooms, toilets, showers, storeroom and sports hall to ensure exceptional standards of hygiene and cleanliness.
* To ensure that all users behave in an orderly manner at all times and take appropriate action should any member of the public misuse the facilities.
* To assist with the delivery of continuous improvement plans.
* To assist in the maintenance, use and updating of safety equipment and to ensure that the requirements of the Health and Safety at Work Act are properly adhered to.
* To be diligent about compliance with the Trust’s Health and Safety Policy.
* To take on relevant responsibilities during Emergency Procedures.
* To ensure day to day preparation of facilities e.g. Equipment and set ups
* To operate Reception, telephones and booking systems

 **Other Duties**

* To carry out other duties as required.
* To adhere to Wave Leisure Trust’s policies and procedures.

I agree to accept this Job Description.

**Name:** ………………………………………………………………………………………………..

**Signed:** ………………………………………………………………………………………………

**Date:** ………………………….………………………………………………………………………

**PERSON SPECIFICATION – LEISURE ATTENDANT**

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|  | **Essential** | **Desirable** |
| **Profile** | * Good interpersonal abilities
* Able to understand hazards related to pool conditions
* Tact and diplomacy when dealing with customers who are breaking the rules
* Ability to stay calm under extreme circumstances
* Excellent observation skills
* Quick reaction in dangerous situations
* Customer focused
* Driven and Enthusiastic
* Passion for providing exceptional service
* Team Player
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| **Experience** | * Similar work environment
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| **Qualifications** |  | * Knowledge of COSHH regulations
* Coaching Qualification
* First Aid Certificate
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| **Specialist Knowledge** | * Able to organise leisure sessions in at least one activity
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| **Other** | * To be flexible to the changing demands of the business
* To be able to follow Wave Leisure Trust Policies and Procedures
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