

|                        |                 |
|------------------------|-----------------|
| <b>Evaluation Date</b> | <b>10/12/18</b> |
| <b>Grade</b>           | <b>12</b>       |

## JOB DESCRIPTION

|                      |   |                         |                                   |
|----------------------|---|-------------------------|-----------------------------------|
| <b>Job Title:</b>    | Leisure Attendant Wet   | <b>Reports to:</b>      | Centre Supervisor or Duty Manager |
| <b>Department:</b>   | Customer Operations   | <b>Location:</b>        |                                   |
| <b>Work Pattern:</b> | Full Time & Part Time: shift work including evenings & weekends | <b>Contract Status:</b> | Permanent                         |

### BACKGROUND

We want enthusiastic and energetic people who will create a great experience for our customers and share the following values. Edinburgh Leisure **makes a positive difference** by:

- welcoming** all,
- each one of us **caring** about what we do,
- being **passionate** about how we do it,
- and feeling **proud** of what we achieve

### JOB PURPOSE

You are responsible for delivering excellent service to our customers; a regular part of your daily duties will include lifeguarding our pools and providing our customers with a clean, safe, welcoming venue.

### KEY RESULT AREAS

| Key Responsibility  | Expected time spent (%) |
|---|-------------------------|
| <b>1. Lifeguarding:</b> <ul style="list-style-type: none"> <li>Supervise customer use of our pools to ensure the enjoyment and safety of all pool users and prevent accidents. You must always remain vigilant and respond to any emergency following the venue's Normal Operating Plan (N.O.P) and Emergency Action Plan (E.A.P)</li> </ul>  | 50%                     |
| <b>2. Customer Service</b> <ul style="list-style-type: none"> <li>Working as part of the venue team, you will ensure your venue is clean, tidy and presentable to provide a welcoming environment for our customers.</li> <li>You will follow Edinburgh Leisure processes and procedures to deliver our service standard</li> <li>Set up and dismantle equipment throughout the facility to ensure the venue programmes and activities can be delivered</li> <li>You will complete a daily list of tasks and you will ensure these are completed as per venue presentation standards.</li> <li>Respond to customer enquiries, sharing your knowledge of EL products, venue activities and programmes</li> </ul> | 40%                     |

|  |     |
|--|-----|
| <b>3. Training and Compliance</b> <ul style="list-style-type: none"> <li>You are required to complete all requisite training as directed by your line manager, some of which is mandatory for compliance purposes or to further your continued professional development (CPD).</li> <li>You must complete a minimum of 2 hours pool lifeguard training per month to meet the requirements of the NPLQ and there is a requirement to re-sit the NPLQ exam every 2 years.</li> </ul> | 10% |
|--|-----|

| <b>RESPONSIBILITY FOR RESOURCES</b>                               |   |
|---|---|
| <b>Responsibility for staff:</b>                                  | N/A   |
| <b>Salary bill for all staff reporting:</b>                       | N/A   |
| <b>Responsibility for finance and level of financial control:</b> | N/A   |
| <b>Responsibility for Physical Resource:</b>                      | Monitor the condition of all equipment that you use, take appropriate action to report faults or defects.<br>Take care of all equipment issued                              |
| <b>Responsibility for Data and Information:</b>                   | Ensure safe systems of work, COSHH assessments are adhered to.<br>Complete and record safety checks, incident report forms accurately and as directed by your line manager. |

## **GUIDELINES AND EXPECTATIONS**

| <b>Authorities &amp; Limitations</b>  |
|---|
| <ul style="list-style-type: none"> <li>You will be trained in accident prevention, rescue and first aid as part of your NPLQ qualification, therefore you need to be confident and be able to educate pool users to ensure they are aware of water safety rules providing an enjoyable place for everyone to swim.</li> <li>You will be expected to fulfil your role in emergency situations and liaise with emergency services</li> <li>You will complete building and safety checks to ensure all equipment is maintained and is in good working order, record and monitor faults. i.e. checking fire extinguishers, alarms, pool safety equipment, and first aid bags etc.</li> <li>You will ensure that staff and customer accidents/incidents are recorded and reported correctly according to procedure, take any remedial action required and share outcomes</li> <li>Ensure that the venue and your area of work clean, tidy and presentable</li> <li>Supervise customer and spectator use of safety critical areas.</li> </ul> |

| <b>Communication &amp; Representing the Organisation</b>   |
|--|
| <p>This is a hands-on role and it goes without saying you're a natural people person with a passion for customer service and attention to detail.</p> <ul style="list-style-type: none"> <li>You will be required to engage with colleagues and customers daily, both face to face, by telephone.</li> <li>You must be a great communicator with a passion for working with people.</li> <li>You will be expected to use our computer systems to record and communicate information.</li> <li>You will need to complete your share of the daily tasks to ensure the venue presentation and grounds are up to standard.</li> <li>You will ensure that equipment is set up correctly, in full working order and ready for customer use.</li> </ul> |

- You will cover allocated areas at key times, i.e. pool lifeguarding, entrance area etc.
- Respond positively to requests for help from colleagues and customers
- Takes an active and positive part in the activities of the team
- Contributes ideas for improvements & developments to make your venue a great place to work

### **Safeguarding Our Customers**

Take an active role in the safety of yourself, your team, the facility and customers. Don't interfere with any equipment designed to preserve life. Act to fix or report any potential hazard.

You are expected to understand and fulfil your role (following training) in:

- Edinburgh Leisure's Health and Safety policy
- Edinburgh Leisure's Safeguarding Policy
- Your venue's Emergency Action Plan (EAP)
- Your venue's Normal Operating Plan (NOP)

### **Problem Solving**

You will be expected to think quickly when unexpected situations arise and follow Edinburgh Leisure's procedures. You may have to use your own judgement and apply some flexibility to interpret our rules, so you can deliver great customer service.

- You should understand and consider the effect of your decision making
- You can ask others for advice and guidance when it is appropriate to do so
- If you see a problem, can you fix it yourself or do you need to escalate it to your line manager.
- When problems or issues arise – make suggestions to resolve them.
- Ensuring that consumable items are correctly stocked e.g. toilet paper, paper towels etc.


### **Impact on Organization**

Your role is to ensure the safety of our customers and ensure they enjoy their visit whilst using our facilities. Make sure all our customers have a welcoming and enjoyable experience.

### **JOB DEMANDS**

|                      |   |
|----------------------|---|
| <b>Physical</b>      | This role requires a good level of general fitness and will involve standing, walking, lifting and carrying. You must adhere to manual handling guidelines. Lifeguarding duties will require a good level of physical and water fitness to complete regular training and maintain an NPLQ qualification. you must be a competent swimmer. |
| <b>Mental</b>        | You are expected to meet and greet all customers to the venue with enthusiasm. You need to be able to respond quickly and effectively in all your duties, being aware of time and the need to complete tasks on schedule. When on poolside you need to remain alert and ready to respond correctly to any situation.                      |
| <b>Emotional</b>     | On occasion you may be faced with more challenging situations and you need to be able to deal with these in a calm and professional manner. You may be required to respond to emergency and potentially traumatic situations.   |
| <b>Environmental</b> | The environment will be busy and sometimes noisy, especially when there are large groups. The pool environment is warm and humid. You may be required to work at other venues sometimes at short notice to avoid facility closures.   |

## PERSON SPECIFICATION

| Factor  | Essential   | Desirable   |
|---|---|---|
| <b>Qualifications and Attainments:</b>              | National Pool Lifeguard Qualification<br>Experience working in a customer facing role.  | <ul style="list-style-type: none"> <li>- IOSH/CIMSPA</li> <li>- National Pool Plant Operator (NPPO) – (wet sites only)</li> </ul> |
| <b>Knowledge and Experience:</b>                    | Numeracy – able to count<br>Literacy – able to read, interpret and understand written documents<br>Basic Computing skills e.g. Microsoft office software<br>Ability to learn how to use technical systems (e.g. 2-way radios, emergency alarms, PA systems) |   |
| <b>Additional Requirements (e.g. competencies):</b> |  Leadership by Everyone  |   |

## DISCLOSURE/PVG REQUIREMENTS

| <b>This post has been assessed to require a <u>PVG Scheme Record or Scheme Record Update for the post holder, under the following justification:</u></b><br>Managing staff doing who are doing regulated work with children and vulnerable adults. |           |                   |               |                            |                |
|--|-----------|-------------------|---------------|----------------------------|----------------|
| Work   | Work With | What Do / Service | Normal Duties | Exception 1                | Exception 2    |
| Yes  | Children  | Activities        | Yes           | Supervise, Teach, Instruct | Not incidental |