



Job Outline: Activator Leader

Salary Band: 2

1. The Company

Edinburgh Leisure is Edinburgh's biggest provider of Leisure Services, welcoming over 4 million customer visitors a year to our 30 venues across the City. We have a total income of around £25m and as a Not For Profit company, we proudly spend every penny of that on providing and developing our great range of services to make Edinburgh a healthier place.

2. Our Culture

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.

3. The Job

As an Activator Leader, you are responsible for delivering a great service to our customers. Great service - it's all about the customer and providing them with a clean, safe, welcoming venue that is ready to use. This is a really hands-on role and it goes without saying you're a natural people person with a passion for customer service and attention to detail.

4. The Team

- Leisure Manager
- Duty Manager
- Supervisor
- Activator Supervisor
- Activator Leader
- Gym Instructor
- Receptionist
- Leisure Attendants

5. Your Ability

For this role you must be able to demonstrate the following key skills:

- Numeracy – able to count
- Literacy – able to read, interpret and understand written documents
- Computing - not required
- Communication - able to retain and communicate a large amount of information
- Ability to multitask while under pressure and balance conflicting demands e.g. deal with a customer query while completing an equipment set-up
- Ability to learn how to use technical systems (e.g. 2-way radios, emergency alarms, PA systems, photocopier, phones/switchboards)

6. What the job involves

Full on site training and induction will be given. Once trained, we will expect you to deliver the following:

Delivery of Customer Service

- Acknowledge every person who comes into your venue with a smile and welcome
- Interact with your customers in a positive and helpful manner
- Provide a welcoming, caring, safe and happy environment
- Contribute to the planning, provision and evaluation of play activities appropriate to the children's age, stage and interests to encourage all round development of each child
- Set up Activator areas using available resources to meet the needs of the children attending the session
- Provide physical care as necessary
- Adapt activities, equipment and materials to enhance inclusion of all children and in particular those with additional support needs
- Maintain and update children and carer's personal details in a confidential manner
- Encourage the participation of parents and communicate in a positive and supportive manner in issues associated with the care of their children
- Lead sport & physical activity sessions

Health & Safety

- 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.
- Take action to fix or report any potential hazard.
- Monitor bookings to maintain correct adult: child ratios

- Employees are expected to co-operate with Edinburgh Leisure to enable it to carry out its health and safety duties and responsibilities
- Understand and fulfil your role (following training) in:
 - Edinburgh Leisure's Health and Safety policy
 - Edinburgh Leisure's Child Protection policy
 - Your venue's Emergency Action Plan (EAP)
 - Your venue's Normal Operating Plan (NOP)

7. Behaviour

The booklet 'Working with Us' outlines the behaviours that we are all expected to demonstrate. The key behaviours that you need to do well in this role are:

Communication

Speaks to customers and colleagues in a friendly, welcoming, positive, caring and helpful manner

Chooses content, style and language to suit who they are speaking to

Ensures information and messages are accurate and passed on promptly

Teamwork

Is friendly and treats others with respect

Knows what their team aims to achieve, their role and the part they play

Takes an active and positive part in the activities of the team

Problem Solving & Decision Making

Understands and considers the effect of their decisions

Asks others for advice and guidance when it is appropriate to do so

Identifies problems at an early stage

Creativity & Innovation

Questions the way things are done and, if there is a better way, suggests solutions and alternatives

Is open to do things a new way

Adapts quickly to new ways of working

Achievement

Achieves a balance between competing priorities

Is aware of the impact of their own activities on the time of others

Takes responsibility for own actions

Development

Values and responds positively to feedback and learns from experience

Applies learning to improve performance

8. Demands

Physical Demands:

This role requires a good level of general fitness and will involve standing, walking, lifting and carrying. You are expected to work as part of the Activator team and this role involves cleaning and equipment set-up, some of which can be heavy. You will be required to participate in games that may be in a swimming pool if the venue allows.

Mental Demands:

This role requires alertness as 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. You need to remain alert and ready to respond correctly to any situation.

Emotional Demands:

This role involves working with the public, often as the first point of contact. The vast majority of our customers are happy to be there and are a delight to serve. There are some people who will be more challenging, which you will be required to deal with in a calm and professional manner.

Environmental Demands:

This post works with a number of different roles to help deliver a great experience for our customers. You need to be able to meet the different needs and demands of your customers, this may involve supporting a customer with additional support needs. The environment can be busy and noisy, especially as you may be working with a large group of excitable children!

9. PVG

This post has been assessed to require a PVG Scheme Record or Scheme Record Update for the post holder, under the following justification:

The duties of this post involve regulated work with children as defined in the Protection of Vulnerable Groups (Scotland) Act 2007 Schedule 2, Part 1 and Part 2 (4).

Teaching, instructing, training or supervising children

4 Teaching, instructing, training or supervising children (except teaching, instructing, or training children which is merely incidental to teaching, instructing, or training individuals who are not children).

Work	Work With	What Do / Service	Normal Duties	Exception 1	Exception 2
Yes	Children	Activities	Yes	Supervise, Teach, Instruct	Not incidental