

**JOB DESCRIPTION**

<b>Evaluation Date</b>	22/02/21
<b>Grade</b>	<b>13</b>

<b>Job Title:</b>	Sports Attendant	<b>Reports to:</b>	Supervisor or Duty Manager
<b>Department:</b>	Operations	<b>Location:</b>	SSC, MEG, Pitches, Meadows, KLC and JKSC
<b>Work Pattern:</b>	shift work, including weekends and evenings	<b>Contract Status:</b>	Permanent/Fixed Term

**OUR VALUES**

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**

Deliver great customer service, you will be expected to :

- Create a welcoming and enjoyable experience for every customer.
- Meet our customer service standards and deliver our service promise.
- Provide a safe, clean, and presentable environment for our customers to enjoy.
- Prepare and set up our venues and equipment for events and customer use.

You will work throughout the venue and this role allows you to develop and use a wide skill set and provides great experience working in the leisure industry.

**KEY RESULT AREAS**

<b>Key Responsibility</b>	<b>Expected time spent (%)</b>
<b>1. Customer Service</b> <ul style="list-style-type: none"> <li>• Provide a personal welcome and deliver a professional service to every customer. Respond effectively and efficiently to enquiries from customers and colleagues.</li> <li>• Remain vigilant and respond to any emergency or incident following the venue's Normal Operating Procedures (N.O.P.) and Emergency Action Plan (E.A.P.)</li> </ul> <b>2. Venue specific tasks including cleaning, set up and take down of equipment to ensure the safety and wellbeing of customers.</b> <ul style="list-style-type: none"> <li>• Ensure that the venue and grounds are always clean, safe, tidy and presentable this includes litter picking, cleaning toilets, changing rooms and windows, etc. Some work may be required to be carried out working on hands and knees.</li> </ul>	(variable depending on site)

<ul style="list-style-type: none"> <li>You will complete a daily list of tasks and you will ensure these are completed as per your responsibilities.</li> <li>You will carry out equipment set up and take down of sporting equipment, which at times can be heavy, following safe systems of work.</li> <li>You will carry out H+S checks and report any defects to your Supervisor/Duty Manager</li> <li>Follow processes and procedures within the venue and report any concerns directly to a Supervisor or Duty Manager.</li> <li>You will be required to carry out venue specific tasks which will include cleaning and event set up.</li> <li>Carry out opening, closing and shift handover tasks as directed by your supervisor.</li> </ul> <p><b>3. Administration and Front of House Processes.</b></p> <ul style="list-style-type: none"> <li>Liaise with internal departments on programme or booking changes, cancellations etc.</li> <li>Ensure customer, staff and visitor visits are recorded appropriately and process bookings.</li> <li>Encourage and support our customers to use technology, software and systems when accessing our services and facilities. This includes: <ul style="list-style-type: none"> <li>Edinburgh Leisure App and website</li> <li>Self-service kiosks, tablets and access gates</li> </ul> </li> </ul> <p><b>4. Actively maintain your knowledge of EL products and services.</b></p> <ul style="list-style-type: none"> <li>Site specific information; programmes and activities, pricing, promotions, sales campaigns etc</li> <li>EL processes and procedures</li> <li>Support is available from your line manager, colleagues and the Customer Service Team (CST).</li> <li>You are required to complete all training as directed by your line manager, some of which is mandatory for compliance purposes or to further your continued professional development (CPD).</li> </ul>	
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RESPONSIBILITY FOR RESOURCES	
Responsibility for staff:	N/A
Salary bill for all staff reporting:	N/A
Responsibility for finance and level of financial control:	None
Responsibility for Physical Resource:	Take care and monitor the condition of all equipment that you use and report any faults or defects.
Responsibility for Data and Information:	Handle customer and business data, such as personal customer information and access to databases.

## GUIDELINES AND EXPECTATIONS

Authorities & Limitations
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- You are expected to give great customer service, you need to manage your tasks to ensure that customers are responded to within agreed time and service standards. You will have support from your line manager and other EL colleagues for complex issues.
- You may be the first point of contact for customers, responding to and making recommendations based on your own knowledge, training, and experience in the role.
- You will make decisions independently and use your own judgement. You will need to communicate your decisions with relevant colleagues e.g., altering an existing booking. You may be required to consult with others when responding to more complex or unusual requests.
- You will ensure that staff and customer accidents and incidents are recorded and reported correctly according to procedure. Take any remedial action required and share any actions required. You must handle confidential and sensitive information appropriately.
- You will be expected to fulfil your role in emergency situations and liaise with the emergency services, evacuation of the premises and administer first aid as detailed within the NOP/EAP and in accordance with your training.
- You will complete a daily list of tasks and you will ensure these are completed as per your responsibilities and in accordance with EL processes and procedures. You will complete building and safety checks to ensure all equipment is maintained and is in good working order, record and monitor faults e.g., checking fire extinguishers, alarms, and first aid boxes.

### **Communication & Representing the Organisation**

You will make our customers feel like our number one priority as you respond to any questions and queries. You need to:

- Demonstrate a thorough understanding of Edinburgh Leisure products and services.
- Build rapport with colleagues and customers.
- Use through effective questioning understand the needs of our customer groups and provide the best resolution
- Play your part to meet Key Performance Indicators (KPIs) as outlined within the service level agreement or department targets.

As you will often be serving a variety of customers, you will need to be a confident communicator with good attention to detail and display genuine enthusiasm for delivering the best possible service. You will respond to customers using appropriate language, tone, and content.

### **Safeguarding Our Customers**

Take an active role in the safety of yourself and your colleagues in the workplace. Take action to fix or report any potential hazard.

You must understand and fulfil your role (following training) in:

- Edinburgh Leisure's Health & Safety policy
- Edinburgh Leisure's Child Protection policy
- Your venue's Emergency Action Plan
- Your venue's Normal Operating Plan

You are responsible for handling customer data in line with the Data Protection Policy. You will be required to ensure that all customers are aware of any compliance, health and safety measures that may impact on their booking with us.

## Problem Solving

When responding to customers you will use all relevant information to find the best solution to meet their needs. Make appropriate decisions relating to enquiries, taking a flexible approach.

When issues arise, you will identify what has caused the problem, and if possible, how to address it while referring to procedures and seeking support when necessary.

Identify trends, issues or common themes and share your ideas and highlight opportunities for continuous improvement and long-term solutions.

You will be expected to think quickly when situations arise, follow EL policy and procedures and ask for support or escalate to your line manager when necessary.

## Impact on Organization

By delivering excellent customer service to our customers, you will ensure that their needs are met, they are kept safe, they are left feeling satisfied and would recommend us to others.

## 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. You are expected to work as part of a team or lone working. The role includes regular cleaning, reception duties and equipment set up.
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<b>Mental</b>	You are expected to meet and greet all customers with enthusiasm and a warm welcome. This role requires alertness and professionalism as you need to be able to respond to all people and situations appropriately. You will need to be able to respond quickly and effectively throughout your working day potentially managing several customers at the same time. You need to be able to switch roles and tasks quickly throughout the day. You may be required to work at other venues, sometimes at short notice.
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<b>Emotional</b>	You will need to be able to effectively handle objections, particularly when implementing change or dealing with a breakdown in service. Some people are more challenging, and you need to be able to deal with this in a calm and professional manner. You may be required to respond to an emergency and possibly traumatic situations.
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<b>Environmental</b>	You will be working indoors and outdoors attending to customers using sports pitches and outdoor courts etc. You will be required to work evenings and weekends to suit the needs of the business. Our facilities are often very busy and sometimes noisy.
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## PERSON SPECIFICATION

Factor	Essential	Desirable
<b>Qualifications and Attainments:</b>		National 4/5 in Maths and English
<b>Knowledge and Experience:</b>	Demonstrable experience of working in a customer service role.	Experience of working in hospitality or leisure industry.

	<p>Analyse and interpret numerical data.</p> <p>Read and understand written documents and verbal instructions. You must be able to complete reports.</p> <p>Excellent communication skills and be able to speak clearly to customers and colleagues and be easily understood.</p> <p>Use of computing systems and software such MS Office (Word, Excel and Outlook) or similar. Use of other software systems in the workplace e.g. bookings and payment.</p>	<p>Knowledge of Edinburgh Leisure products and services</p> <p>The ability to learn to use technical systems e.g., 2way radio, emergency alarms, PA system</p>
<b>Additional Requirements (e.g. competencies)</b>	Demonstrate 'Leadership by Everyone' behaviour standard	

**This post has been assessed to require a Basic Disclosure:**

**I have read and understand this job description and I am clear about what is expected of me in this job.**

**Signed .....**      **Date .....**