

Evaluation Date	25/01/21
Grade	12

JOB DESCRIPTION

Job Title:	Leisure Attendant (WET)	Reports to:	Supervisor or Duty Manager
Department:	Operations	Location:	Venues with pools
Work Pattern:	shift work, including weekends and evenings	Contract Status:	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 a great customer service in our venues from front of house to lifeguarding customers in our pools. You will be expected to:

- Create a welcoming and enjoyable experience for every customer.
- Meet our customer service standards and deliver our service promise.
- Ensure we 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

Key Responsibility	Expected time spent (%)
<p>1. Lifeguarding, cleaning and set up /take down of equipment to ensure the safety and wellbeing of customers.</p> <ul style="list-style-type: none"> • Supervise customer use of the swimming pool to ensure the enjoyment and safety of all pool users and to prevent accidents. • Remain vigilant and respond to any emergency following the venue's Normal Operating Procedures (N.O.P.) and Emergency Action Plan (E.A.P.) • You must complete a minimum of 1 hour training per month to meet requirements of the NPLQ and re-sit the NPLQ exam every 2 years. • You will carry out any set up and take down of equipment following safe systems of work. 	(variable depending on site)

<ul style="list-style-type: none"> Working as part of the venue team, you will ensure all areas are kept clean, safe, tidy and presentable. This includes litter picking, cleaning toilets, changing rooms and windows, etc. <p>2. Customer Service & Front of House</p> <ul style="list-style-type: none"> Provide a personal welcome and deliver a professional service to every customer. Respond effectively and efficiently to enquiries from customers and colleagues. Encourage and support our customers to use technology, software and systems when accessing our service and facilities. This includes: <ul style="list-style-type: none"> Edinburgh Leisure App and website Self-service kiosks, tablets and access gates Ensure every customer visit is recorded appropriately on the relevant system and or software. Process bookings, log service providers and visitor records. <p>2. Actively maintain your knowledge of EL products and services.</p> <ul style="list-style-type: none"> Site specific information; programmes and activities, pricing, promotions, sales campaigns etc EL processes and procedures Support is available from the Customer Service Team (CST) for customer account enquiries. 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). 	
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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:	No cash handling, but you will help customers with their purchase or membership which will include handling and reconciliation of card payments.
Responsibility for Physical Resource:	Take care of all equipment you use and report any faults or defects.
Responsibility for Data and Information:	You will handle customer and business data, such as personal customer information and access to databases.

GUIDELINES AND EXPECTATIONS
Authorities & Limitations
<p>This is a face-to-face customer service role where 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.</p> <p>You will be trained in accident prevention, rescue and first aid as part of the first aid qualification and National Pool Lifeguard Qualification (NPLQ). You need to be water confident and be able to educate pool users in water safety rules whilst providing an enjoyable experience for everyone to swim.</p>

You will be expected to fulfil your role in emergency situations and liaise with the emergency services, carry out pool rescues, assist in the 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 and ensure all equipment e.g. fire extinguishers, alarms, pool rescue equipment and first aid boxes is in good working order, record and monitor faults etc.

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. Therefore, you need to be able to correctly identify the needs of your customer and ensure that they are dealt with in a friendly and efficient manner.

You will ensure that staff and customer accidents and incidents are recorded and reported correctly according to procedure taking any remedial action required. You must handle confidential and sensitive information appropriately.

You will make decisions independently and use your own judgement. You will need to communicate your decisions e.g. altering a booking or making a programme change with relevant colleagues. You may be required to consult with others when responding to more complex or unusual requests.

Communication & Representing the Organisation

You will make our customers feel like our number one priority as you respond to a wide variety of questions and queries. In our fast-paced and challenging environment, we will need you to:

- Maximise sales opportunities e.g., memberships, coaching programmes, birthday parties or event.
- Build rapport with colleagues and customers using great listening and communication skills.
- Direct customers to technology or information sources, supporting them as necessary, to enable them to self-serve wherever possible.
- Play your part to meet Key Performance Indicators (KPIs) as outlined within the service level agreement or department targets.

As you will be serving a wide 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 and 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 and 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 policies 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

Physical

This role requires a good level of general fitness and will involve a lot of 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. To maintain an NPLQ qualification you must be a competent swimmer and be able to dive to depths between 2m-5m. Some work may be required to be carried out working on hands and knees.

Mental

You are expected to meet and greet all customers with enthusiasm. 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.

When lifeguarding you will be required to maintain focus and concentration on the customers in your care.

Emotional

You will need to be able to effectively handle objections, particularly when implementing change or dealing with a breakdown in service. Some people will be 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.

Environmental

You will mostly be working indoors within all areas of your venue or service area. The poolside environment is warm and humid. On occasion you will be required to work outside, for example litter picking or attending to customers around the venues such as car park and outdoor spaces.

Our facilities are often very busy and sometimes noisy.

PERSON SPECIFICATION

Factor	Essential	Desirable
Qualifications and Attainments:	National Pool Lifeguard Qualification (NPLQ)	National 4/5 in Maths and English or equivalent
Knowledge and Experience:	<p>Demonstrable experience of working in a customer service role.</p> <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>Experience of working in hospitality or leisure industry.</p> <p>Knowledge of Edinburgh Leisure products and services</p> <p>The ability to learn to use technical systems e.g., 2-way radio, emergency alarms or PA system</p>
Other e.g., competencies	Demonstrate 'Leadership by Everyone' behaviour standard	

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

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

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

Signed **Date**