

## Folkestone & Hythe District Council Job Description

JOB DETAILS	
<b>Job Title</b>	Leisure Attendant
<b>Service Area / Team</b>	Democratic Services & Law / Hythe Pool
<b>Reports to</b>	Site Supervisor / Assistant Manager
<b>Post Number</b>	HP004
<b>Grade &amp; Annual Salary</b>	TBC
<b>Politically Restricted Post</b>	No
<b>DBS Requirement</b>	Enhanced

JOB PURPOSE
<ul style="list-style-type: none"> <li>To ensure the safety and well being of users and visitors to the facility and smooth running of operations via lifeguard duties, cleaning duties and reception duties.</li> <li>To assist the pool operator (HSE publication – Managing health and safety in swimming pools (HSG 179)) to meet the duty of care and compiling with industry guidance and the law.</li> </ul>

MAIN DUTIES AND RESPONSIBILITIES	Frequency (daily/weekly/monthly/annually etc)
<ul style="list-style-type: none"> <li>To ensure tasks are completed as required in accordance with the Normal Operating Procedures (NOP) and Emergency Action Plan (EAP) as set out in the Pool Safety Operating Procedures (PSOP).</li> </ul>	Daily
<ul style="list-style-type: none"> <li>To provide trained assistance to pool users in difficulty and provide first aid/resuscitation if appropriate.</li> </ul>	As required
<ul style="list-style-type: none"> <li>To assist in monitoring water quality within the pools.</li> </ul>	Daily
<ul style="list-style-type: none"> <li>To intervene and prevent accidents by early intervention.</li> </ul>	Daily
<ul style="list-style-type: none"> <li>To undertake cleaning to areas of the facility as directed.</li> </ul>	Daily
<ul style="list-style-type: none"> <li>To undertake all reception duties; dealing with basic Customer enquiries either in person or by phone, booking of swimming lessons, stocking of saleable stock, stocking of vending machines, completing end of day cashing up paperwork, and keeping the reception area clean, adhering to admission policy.</li> </ul>	Daily

<ul style="list-style-type: none"> <li>To be accountable for all monies received whilst on reception duty.</li> </ul>	Daily
<ul style="list-style-type: none"> <li>To ensure all saleable stock is accounted for whilst on reception duty.</li> </ul>	Daily
<ul style="list-style-type: none"> <li>Carrying out tasks to assist other departments within Folkestone &amp; Hythe District Council if the pool is closed.</li> </ul>	As required
<ul style="list-style-type: none"> <li>Being vigilant whilst on duty – adhering to the 10:20 scanning system whilst observing the pools as taught on NPLQ course.</li> </ul>	Daily
<ul style="list-style-type: none"> <li>Checking of rescue equipment with any issues being reported to the Site Supervisor or Assistant Manager.</li> </ul>	Daily
<ul style="list-style-type: none"> <li>Reporting any maintenance issues or stocks needed to the Site Supervisor or Assistant Manager.</li> </ul>	As required

### **CORPORATE RESPONSIBILITIES**

<ul style="list-style-type: none"> <li>Adhere to the council’s safeguarding policies and procedures and undertake relevant training in order to help protect children and vulnerable adults within the district.</li> </ul>
<ul style="list-style-type: none"> <li>To comply with legislation, council policies and procedures including the Data Protection Act, Freedom of Information Act, Information Security Policy, the Code of Conduct for Officers and to participate in any Emergency Planning activities as required.</li> </ul>
<ul style="list-style-type: none"> <li>To actively demonstrate the values and behaviours of the council.</li> </ul>
<ul style="list-style-type: none"> <li>To ensure our customers are valued by taking into account their views and needs in all that we do.</li> </ul>
<ul style="list-style-type: none"> <li>To contribute to the development and achievement of relevant corporate and service objectives by suggesting ideas for service improvements.</li> </ul>
<ul style="list-style-type: none"> <li>To communicate openly and honestly with colleagues, members and customers.</li> </ul>
<ul style="list-style-type: none"> <li>To undergo any training necessary to be able to fulfil the requirements of the job.</li> </ul>
<ul style="list-style-type: none"> <li>To carry out other duties commensurate with the grade, skills, experience and qualifications of the post holder as directed and as may be required from time to time.</li> </ul>

### **ADDITIONAL INFORMATION**

<b>Responsibility for Staff (direct reports)</b>	n/a
<b>Responsibility for Staff (indirect reports)</b>	n/a

<b>Financial / Budgetary Accountability</b> <ul style="list-style-type: none"> <li>• Overall Accountability/control (£ value)</li> <li>• Directly Managed (£ value)</li> <li>• Income Generation (£ value)</li> </ul>	n/a n/a Jointly responsible for promoting memberships and saleable goods.
<b>Responsibility for Physical Resources</b> <ul style="list-style-type: none"> <li>• Vehicles / Equipment / Tools</li> <li>• Information Systems</li> <li>• Buildings / External Locations</li> <li>• Maintenance</li> <li>• Stocks / Supplies / Procurement</li> </ul>	Responsible for the daily checking of rescue equipment with any issues being reported to the Site Supervisor or Assistant Manager. Responsible for reporting any maintenance issues or stocks needed to the Site Supervisor or Assistant Manager.
<b>Responsibility for Service Contracts</b>	n/a

NATURE OF CONTACTS	
<b>Internal</b>	<ul style="list-style-type: none"> <li>• Employees</li> <li>• Managers</li> <li>• Members</li> </ul>
<b>External</b>	<ul style="list-style-type: none"> <li>• Members of the public</li> <li>• Contractors such as, Rainbow, Broadwater</li> <li>• Facility hirers</li> </ul>

Progression in Role
<ul style="list-style-type: none"> <li>• <b>Starting – the required related knowledge / skills / qualifications and experience required at selection</b>  To hold a current National Pool Lifeguarding Qualification and GCSE's A –C in Maths &amp; English or equivalent.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Induction – what initial induction / training is required to become proficient in this role?</b>  During the first few weeks of employment the post holder will be expected to follow the basic corporate induction framework, attend the next available formal corporate induction session. In addition, during the 1<sup>st</sup> 4 weeks, NPLQ training should be undertaken to complete the site specific emergency procedures as set out in the Emergency Action Plan (EAP). The post holder will also need to familiarise themselves with the facility, staff and management structure and have an awareness of COSHH, manual handling and customer care.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Proficient – how would this be displayed in the role?</b>  Consistently demonstrating competencies in the following areas:  - Monthly NPLQ training - following the RLSS ongoing training and competency</li> </ul>

assessment plan, the techniques programmed for the month to a level of competence that would enable them to pass the NPLQ carried out by a Pool Lifeguard Trainer Assessor.

- Safe practices in manual handling and COSHH.
- Demonstrating good customer service and knowledge of the programme timetable, centre daily schedule and facility.

- **Advanced – what additional characteristics will be displayed?**

- The ability to undertake training as a cover Site Supervisor.
- Showing an interest in the pool plant operation.
- Coming up with new ideas and suggestions on the- operation of the facilities.

## Folkestone & Hythe District Council Person Specification

### Post Title: Leisure Attendant

<b>Important Information for Applicants:</b>				
The criteria listed in this person specification are the requirements for the post. Where the method of assessment is stated to be the application form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. <b>If you do not address these criteria fully, you may not be shortlisted. Please give specific examples wherever possible.</b>				
Factors	Criteria	Means of Assessment		
		Application	Interview	Test
Qualifications	<b>Essential</b> <ul style="list-style-type: none"> <li>▪ Current RLSS (NLPQ) National Pool Lifeguard qualification.</li> <li>▪ Good basic education to GCSE A-C standard or equivalent (including Maths &amp; English).</li> </ul>	✓ ✓	✓	✓
	<b>Desirable</b> <ul style="list-style-type: none"> <li>▪ Any other leisure based qualification.</li> <li>▪ Additional first aid.</li> </ul>	✓ ✓		
Experience and Knowledge	<b>Essential</b> <ul style="list-style-type: none"> <li>▪ Demonstrable recent and relevant customer service experience.</li> </ul>	✓	✓	
	<b>Desirable</b> <ul style="list-style-type: none"> <li>▪ Knowledge and understanding of COSHH regulations.</li> <li>▪ Experience in lifeguarding / leisure attendant.</li> </ul>	✓ ✓	✓ ✓	
Skills and Abilities	<b>Essential</b> <ul style="list-style-type: none"> <li>▪ Ability to work as part of a team.</li> <li>▪ Excellent observation and awareness skills.</li> <li>▪ Proactive and committed to continued service and personal development.</li> <li>▪ Ability to demonstrate a professional and customer orientated approach.</li> <li>▪ Excellent interpersonal skills with the ability to operate and build excellent working relationships at all levels.</li> <li>▪ Adaptable and flexible.</li> </ul>	✓ ✓ ✓ ✓ ✓ ✓	✓ ✓ ✓ ✓ ✓ ✓	

	<ul style="list-style-type: none"> <li>▪ Ability and willingness to work a rolling shift pattern if required.</li> </ul>	✓	✓	
	<b>Desirable</b> <ul style="list-style-type: none"> <li>▪ Basic IT knowledge</li> </ul>	✓		

JOB DESCRIPTION / PERSON SPECIFICATION SIGN-OFF		
<b>Completed by</b>	Sharon Punter (Assistant Manager – Hythe Pool)	<b>Date:</b> 3 <sup>rd</sup> January 2016
<b>Reviewed/Agreed by</b>		<b>Date :</b>