Erskine Stewart Melville

SPORTS CLUB ATTENDANT

SCHOOL	ESM
DEPARTMENT	Commercial Enterprises
REPORTS TO	Sports Centre Manager

ROLE DETAILS	
PURPOSE OF THE ROLE	Sports Attendants have an important role to play in maintaining a safe, clean, and enjoyable environment for customers.
ACCOUNTABILITY	Sports Attendants report to the Sports Centre Manager and are supervised by the Duty Supervisor whilst on shift.
AUTHORITY	Sports Attendants have authority as delegated by the Sports Centre Manager.
RELATIONSHIPS	Sports Attendants work closely with all members of staff in the Sports Centre and liaise with a variety of individuals who use the facilities (including children, adults, parents, teachers and staff).

DUTIES AND KEY RESPONSIBILITIES	**Lifeguard Duties 30%** • Lifeguarding the pool, ensuring that all pool safety rules are adhered to. **General Duties 65%** • Carry out cleaning programmes for the fitness room and sports equipment, reporting any defects or breakages. Maintain a high standard of cleanliness and maintenance in all areas of the centre. • Work at Reception, dealing with telephone calls and emails, and liaising with service users. • Setting up and taking down sports equipment, ensuring that all bookings start and finish on time. • Assist with promotional activities as organised by Management. • Maintain a full understanding of the Sports Club membership and booking system and be able to deal effectively with all customer enquiries. • Deal with customer queries in person and over the telephone in a confident and positive manner. • May be requested to be used for coaching wrap-arounds and assist at sports camps on an ad hoc basis • Any other reasonable duties as may requested by Management. **Gym Duties 5%** • Carry out inductions for first-time users of the fitness room to the highest standard, ensuring that the customer gains the knowledge and confidence to return and use the fitness room safely

	• Patrol the activity areas to ensure all areas conform to the health and safety standards and are therefore safe.

PERSON SPECIFICATION		
	Essential Criteria	**Desirable Criteria**
Experience		• Previous experience of working in a customer-facing environment • Previous experience of working in a school setting • Previous experience of working in a gym or fitness centre.
Education/Qualifications		• Coaching or fitness qualification • First Aid certificate. • National Pool Lifeguard qualification (NPLQ)
Skills/ Abilities/ Capabilities	• Excellent communication skills (orally and in writing) and interpersonal skills. • Ability adhere to and follow instructions for current industry guidance ensuring Health and Safety standards are met • Ability to multi-task and prioritise own workload with good attention to detail • Adaptability for working on team tasks and individual tasks • Self motivated and able to work independently and as part of a team.	• Keen interest in sport and fitness.
Personal Attributes	• A positive attitude and solution focused approach to their work • A forward-thinking coach who understands a games-based and constraint led coaching approach. • The highest level of personal integrity and is sincere in own behaviour and dealings with others	