



## ERSKINE STEWART'S MELVILLE SCHOOLS

<b>JOB TITLE</b>	Sports Attendant (NPLQ Qualified)
<b>CONDITIONS OF ROLE</b>	<ul style="list-style-type: none"> <li>Contract Type: Casual</li> <li>Hours of Work: Working hours are between Monday and Sunday between the hours of 8.30am and 10.30pm.</li> <li>Grade: Point 10 on the Sports Club salary scale, £12.45 p/hour</li> </ul>

<b>ROLE DETAILS</b>	
<b>PURPOSE OF THE ROLE</b>	Sports Attendants have an important role to play in maintaining a safe, clean, and enjoyable environment for customers.
<b>ACCOUNTABILITY</b>	Sports Attendants report to the Duty Manager and are supervised by the Duty Supervisor whilst on shift.
<b>AUTHORITY</b>	Sports Attendants have authority as delegated by the Duty Manager.
<b>RELATIONSHIPS</b>	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).

<b>DUTIES AND KEY RESPONSIBILITIES</b>	<p><b>Lifeguard Duties 30%</b></p> <ul style="list-style-type: none"> <li>Lifeguarding the pool, ensuring that all pool safety rules are adhered to.</li> </ul> <p><b>General Duties 65%</b></p> <ul style="list-style-type: none"> <li>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.</li> <li>Work at Reception, dealing with telephone calls and emails, and liaising with service users.</li> <li>Setting up and taking down sports equipment, ensuring that all bookings start and finish on time.</li> <li>Assist with promotional activities as organised by Management.</li> <li>Maintain a full understanding of the Sports Club membership and booking system and be able to deal effectively with all customer enquiries.</li> <li>Deal with customer queries in person and over the telephone in a confident and positive manner.</li> <li>Any other reasonable duties as may requested by Management.</li> </ul> <p><b>Gym Duties 5%</b></p> <ul style="list-style-type: none"> <li>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</li> <li>Patrol the activity areas to ensure all areas conform to the health and safety standards and are therefore safe.</li> </ul>
--	--

PERSON SPECIFICATION		
	Essential Criteria	Desirable Criteria
<b>Experience</b>		<ul style="list-style-type: none"> <li>• Previous experience of working in a customer-facing environment</li> <li>• Previous experience of working in a school setting</li> <li>• Previous experience of working in a gym or fitness centre.</li> </ul>
<b>Education/Qualifications</b>	<ul style="list-style-type: none"> <li>• National Pool Lifeguard qualification (NPLQ)</li> </ul>	<ul style="list-style-type: none"> <li>• Coaching or fitness qualification</li> <li>• First Aid certificate.</li> </ul>
<b>Skills/ Abilities/ Capabilities</b>	<ul style="list-style-type: none"> <li>• Excellent communication skills (orally and in writing) and interpersonal skills.</li> <li>• Ability adhere to and follow instructions for current industry guidance ensuring Health and Safety standards are met</li> <li>• Ability to multi-task and prioritise own workload with good attention to detail</li> <li>• Adaptability for working on team tasks and individual tasks</li> <li>• Self motivated and able to work independently and as part of a team.</li> </ul>	<ul style="list-style-type: none"> <li>• Keen interest in sport and fitness.</li> </ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• A positive attitude and solution focused approach to their work</li> <li>• A forward-thinking coach who understands a games-based and constraint led coaching approach.</li> <li>• The highest level of personal integrity and is sincere in own behaviour and dealings with others</li> </ul>	