**Job Description**

**Job Title: Splash Attendant**

**Reporting to: DM/AM/ FM ALFC**

**Salary: Grade 1**

**Overview**

A Splash Attendant employed with Celtic Leisure is responsible for the health, safety and welfare of those using the Splash Park.

An attendant’s major responsibility is to observe users and enforce regulations in the guarding of life and the prevention of accidents.

There are 4 key areas that all staff of the Company should focus on, namely:

1. Staff
2. Financial Sustainability / Resources
3. Communication
4. Health and Safety

**Summary of Main Responsibilities**

**Staff**

1. There will be no supervisory responsibility within this role other than assisting in work familiarisation of peers and new recruits.

**Resources**

1. You will be responsible for the proper use and safekeeping of hand tools, small items of equipment and low cost materials.

**Communication**

1. You will be expected to communicate with people on well established matters where you are able to provide readily available information or assistance. On occasion there may be a need for you to deal with situations where the outcome may not be straight forward.

**Work Environment**

1. Your working demands are such that tasks are interchanges but the programme of tasks is not normally interrupted
2. This role will require normal physical effort with periods of substantial effort or may involve prolonged effort in a constrained position.
3. Your working conditions include significant elements of inside or outside work involving some exposure to moderate noise, heat cold and difficult surroundings.
4. Your work could potentially involve some risk to personal safety of injury, illness or health problems arising from the environment or the public.

**Health & Safety**

1. To supervise all users visiting the facility.
2. To undertake any cleaning duties within the Facility and its exterior as required in line with COSHH regulations.
3. To ensure that all equipment is properly used and put away neatly following its use.
4. To ensure all areas within the facility are kept tidy adhering to cleaning schedule.
5. To follow pool reading/ plant procedures (if applicable).
6. To maintain a good working knowledge of all relevant Health and Safety legislation and good practice in all areas including food hygiene practices.

**Operations**

1. To promote good public relations by effectively dealing with customer queries and complaints.
2. To demonstrate a positive public image by maintaining a high standard of personal appearance.
3. To undertake regular training as required to ensure knowledge and skills are kept updated.
4. Your role is largely regulated by laid down procedures, but you will need on occasion creative skills to deal with routine problems.
5. To ensure the security of the buildings and contents of the Facility.
6. To undertake duties at any other facility within the remit of Celtic Leisure.
7. To administer first aid as required and complete relevant documentation and undertake first aid training as required. (if applicable)
8. To maintain qualifications as required by the appropriate governing body.
9. Understanding of the facilities NOP, EAP and SSOW
10. Provide relief cover for other staff within the facility as necessary
11. To undertake such other duties which may be reasonably expected of the post holder, commensurate with the salary grade of the post and which are within their capabilities.
12. Understanding safeguarding relevant to role and to maintain the DBS check.
13. To carry out pre service duties such as preparing food items, confectionary, beverages, table set ups, and other duties.
14. To ensure that you follow the heath and safety at work act, operate a hygienic practice and adhere to HACCP and monitor the systems and procedures.
15. To ensure that all Food and Beverage equipment is used correctly so that wastage is kept to a minimum.
16. To ensure that the products on offer are well stocked and at the right quality and quantity and ensure stock levels are maintained throughout the service.
17. To ensure that all customers are provided with a excellent attentive service that is adaptable to meet all requirements of the customer.
18. To be responsible for securing cash in the absence of management presence (where applicable)
19. To act as a cashier and to be responsible for all takings during the shift, including the reconciliation and banking of monies.
20. To undertake swimming instruction in line with National Swim Plan / Academy (if applicable.

**Splash Attendant**

**Person Specification**

**Work Experience**

|  |  |  |
| --- | --- | --- |
|  | **Essential/Desirable** | **Evaluation Method** |
| Experience of working within a Customer service environment | Essential | Application Form/Reference/Interview |
| Experience of dealing with customers face to face | Essential | Application Form /Interview |
| Awareness of Health & Safety at work | Desirable | Application Form /Interview |
| Work experience in the leisure industry | Desirable | Application Form /Interview |
| Cash Handling and experience on POS till systems | Desirable  | Application form / interview |

**Skills/Abilities**

|  |  |  |
| --- | --- | --- |
|  | **Essential/Desirable** | **Evaluation Method** |
| Excellent communication skills demonstrating a friendly approach and confidence when dealing with customers and colleagues | Essential | Application form/Interview |
| Ability to work under pressure and to maintain a professional image | Essential | Application form/Interview |
| Ability to work alone with minimum supervision, but also to work as part of a team and support other team members. | Essential | Application form/Interview |
| Knowledge of manual handling procedures | Desirable | Application form/Interview |
| Knowledge of COSHH requirements | Desirable | Application form/Interview |
| Awareness of Child Protection regulations | Desirable | Application form/Interview |

**Education and Training**

|  |  |  |
| --- | --- | --- |
|  | **Essential/Desirable** | **Evaluation Method** |
| Basic literacy and numeracy skills, which demonstrates an ability to undertake further training | Essential | Application form/Interview |
| NPLQ Qualification | Desirable | Application form |
| Pool Plant Qualification | Desirable | Application form |
| First Aid Qualification | Desirable | Application form |
| Food Hygiene Level 2  | Essential  | Application form |

**Other Requirements**

|  |  |  |
| --- | --- | --- |
|  | **Essential/Desirable** | **Evaluation Method** |
| Ability to work flexibly and to attend work including evenings and weekends | Essential | Interview |
| Demonstrate awareness of equality issues in the workplace | Essential | Application form/Interview |