Centre Attendant

Job Description and Person Specification

**Job Title**: Centre Attendant

**Responsible to:** Assistant Leisure Manager

**Responsible for:** N/A

**Hours: 37.5 per week**

Notts County FC Football in the Community: (FITC)

Our aim is to provide high quality, accessible, life changing opportunities through sport and physical activity, improving people’s health, education, confidence and skills, increasing positive behaviours and bringing enjoyment to the people we work with.  To use the power and strength of both Notts County Football Club and sport to engage with the local community.

FITC also manage and operate the Portland Centre, a Nottingham-based community leisure centre based on Muskham Street in the Meadows. With it’s swimming pool, sports hall, gym, courts and wider sporting facilities, the Portland Centre is a stone's throw from Notts County FC's Meadow Lane ground, and easily accessible to customers/people who live locally. Operating Portland Centre allows Football in the Community the opportunity to serve the local community better. Using the centre as a hub for our programme delivery ensures that people from the Meadows and wider Nottingham community can benefit from using Portland Centre and our support and expertise on a regular basis. In addition, regular centre members can take satisfaction from the fact that their membership fee goes back into supporting our vital projects. It's a leisure membership that's good for the heart, AND the soul!

***Role purpose:***

To provide a high standard of customer service this will include cleanliness, safety and supervision for all customers using the facilities for sport and leisure activities.

***Key Accountabilities & Responsibilities:***

* To provide excellent customer service
* Ensuring high standards of services and care.
* To communicate and engage with the members, customers and staff.
* Problem solve. Ability to think on feet and analyse problems and determine appropriate action.
* To undertake any other duties and responsibilities required to, commensurate with the grade and level of responsibility for the post.
* Ensure safeguarding is embedded within the Organisation
* Promote the activities of FITC
* To support the delivery of other key areas of the business as required.
* To act as a point of contact for customers and contractors, dealing with enquiries, comments and minor complaints
* To carry out Inductions and one to one programmes for our customers
* To carry out gym staff classes that are on the group exercise timetable
* To help in the control of access and ensuring safe use of any facility area and sports equipment
* To maintain and restock customer service facilities such as toilet roll dispensers, soap dispensers, litter bins and nappy changing areas to a high standard
* To undertake cleaning duties to a high standard, working within COSHH regulations
* To be aware of, understand and put into practice safety instructions and emergency procedures
* To set up, break down, store, and check on equipment when in use, as necessary within manual handling guidelines
* To provide excellent customer service at all times
* Attend meetings and all relevant training as directed by your line manager, also maintaining and keeping up to date all relevant qualifications and knowledge
* Being available as a member of the team to provide assistance, cover or lead activities where necessary
* Provide cover for reception when required which will include cash handling, customer queries and bookings
* Carry out basic maintenance as instructed by Duty Manager on shift

**Human Resources**

**Key Tasks**

* Being a participating member of the FITC Management Team and relevant Committees.
* Encourage all members of staff to recognise and fulfil their statutory responsibilities to FITC Participants and customers.

**Financial**

**Key Task**

* Money handling and secure procedure for when covering reception

**Health & Safety**

**Key Tasks**

* To comply with requirements of the Health & Safety at Work Act 1974 and all supplementary legislation
* To ensure all health and safety checks are completed on a daily/weekly/monthly basis were necessary

**Training**

**Key Tasks**

* To attend regular staff training sessions, be they held in-house or externally
* To maintain and develop own professional knowledge and awareness.
* To undertake any other duties and responsibilities required to, commensurate with the grade and level of responsibility for the post.
* Ensure safeguarding is embedded within the Organisation
* Promote the activities of FITC
* To support the delivery of other key areas of the business as required.

**General Duties**

* To attend and contribute to regular staff meetings
* To participate in the all staff FITC appraisal and supervision process
* To follow by FITC policies and procedures at all times including Health and Safety, Equal Opportunities and Confidentiality
* To act as an ambassador for Notts County Football in the Community at all times
* To undertake any other duties that may be required as deemed appropriate

**Safeguarding**

**Key Tasks**

Football in the Community (FITC) believes that safeguarding and the protection of all children, young people and vulnerable adults is everyone’s responsibility. Staff working on behalf of FITC must ensure that:

* They recognise the position of trust they have by working for FITC
* Their behavior is always appropriate
* They observe and put into practice all policies, procedures and processes established for the safety and protection of children and adults
* They follow the procedures for responding to signs and suspicions of abuse
* In every respect, the relationship they form with children and adults are appropriate

**PERSON SPECIFICATION**

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| **Essential**  | **Desirable**  |
| * Experience in wet dry and fitness facilities
* A passion for the industry demonstrated through continuous professional development
* Strong organisation skills and able to prioritise, multi-task and manage own workload.
* Ability to multi-task and deliver results
* High level of self-drive and an ability to motivate others
* Level 2 Gym Qualification
* Work well as part of a team and independently, exercising initiative
* Adaptable and flexible to a changing environment
 | * Pool Plant Operators Qualification
* First Aid at Work certificate
* NPLQ
* Level 3 Personal Training Qualification
* Exercise Class Qualification
* Good level of competence in using IT and databases, including Microsoft Office
* Experience of problem solving, customer service
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***Our package includes***

* Competitive salary
* 20 days of holiday plus 8 public holidays + extra days off during Christmas Period
* 3% employer pension contribution (upon successful completion of probation)
* Family friendly flexible working arrangements
* Gym membership at The Portland Centre
* Access to a mental Health specialist
* Access to season tickets to Notts County Football Club
* Personal growth is a key and we invest in learning and development opportunities.
* We are a sociable bunch and host pay day drinks, quarterly lunches, quiz nights and cultural and sporting activities to socialise and have fun with your colleagues.