###### JOB DESCRIPTION

**Unit**: Active Northumberland

**Section**: Ashington Leisure Centre

**Post Title**: Leisure Attendant

**Responsible to:**  Senior Leisure Attendant

**Responsible for**: None

**Resources**: None

###### Functional links

* Centre Manager
* Duty Manager
* Senior Leisure Attendant
* Reception
* Customers
* Schools

###### Purpose of the job

1. Setting up of and dismantling of equipment safely. This includes pool equipment such as inflatables, pool hoist for disabled swimmers and pool covers. Sports Equipment such as trampolines, badminton softplay etc.
2. Lifeguarding – to ensure customer safety in pool and to monitor behaviour. This involves responding to swimmers in difficulty, providing rescue and resuscitation in emergencies and monitoring pool discipline.
3. The safe and effective day-to-day cleaning of the building – involving the use of manual and mechanical equipment. Cleaning both wet and dry areas on a daily basis.
4. Provide First Aid to customers and administer CPR as part of a team when necessary.
5. Demonstrate good customer care/public relation skills by providing prompt and courteous advice and service to customers. Mainly by providing directions around the Centre and acting as first point of contact, then passing customers on to the appropriate person or area.
6. There is always a Senior Leisure Attendant or Manager on duty for the Attendants to pass customers to and to receive instructions from.

###### Duties and Responsibilities

1. Hold a current National Pool Lifeguard Qualification to be renewed in the required timescales currently every 2 years in the case of the Pool Lifeguard Qualification – carryout training with spinal board and defibrillator.
2. Lifeguarding of the swimming pool on a rota basis, directed by the Senior Leisure Attendant. Responsible for the safety and discipline of swimmers, whilst on pool duty. Normally between 30 to 60 minutes, no more than 2 hours, at any time.
3. Providing First Aid when required, calling the Senior Leisure Attendant or Manager as soon as practicable.
4. Setting up of all activity areas safely and promptly as directed by the Senior Leisure Attendant.
5. Day to day cleaning of the Centre. Adhering to cleaning schedule and COSHH Regulations.
6. Ensure all procedures are followed and comply with Health and Safety Regulations as outlined in the Staff Handbook, the Normal Operating Procedure and Emergency Procedures.
7. Regular checks to all equipment prior to use. Reporting any defects to the Senior Leisure Attendant or Manager.
8. Under the direction of the Senior Leisure Attendant or Duty Manager implement the centre’s normal operating plan and emergency action plan, which cover all aspects of centre operation.

## Job Activities

1. Carry a radio at all times, in order to be in contact with the Senior Leisure Attendant and Reception.
2. Work shifts and weekends, as necessary, as part of a shift pattern to cover the full opening times of the building.
3. When working the late shift provide cover with the Senior Leisure Attendant for late functions, on some occasions working till midnight.
4. Work as part of a team. This is especially critical in pool emergencies or evacuations. The attendants may in the case of a pool emergency initiate action independently of the Senior Leisure Attendant, who may then take over on arrival. The Senior Leisure Attendant/Duty Manager will direct the attendants in the safe evacuation of the building in case of fire etc.
5. Demonstrate good Customer Care/Public Relation skills and have an awareness of customer requirements and behaviour. This involves patrolling the building at regular intervals under the direction of the Senior Leisure Attendant and being a first point of contact for customers.
6. Good knowledge of building, layout and basic equipment. In order to answer basic questions from customers and safely set up and dismantle equipment taking into account safe manual handling.
7. To ensure all areas are clean/tidy at all times. Cleaning and tidying up is a major part of the job and must be carried out as soon as an area needs attention, by either reporting any major problems to the Senior Leisure Attendant or cleaning up immediately.
8. To ensure high levels of hygiene are maintained. Report or attend to any cleaning issue or requirement promptly or as directed, reporting any shortages as soon as possible.
9. Monitor cleaning stock levels, including first aid supplies, and report to Senior Leisure Attendant or Manager.
10. Use cleaning equipment as directed by Senior Leisure Attendant. Equipment to be used will normally be specified by the Senior Leisure Attendant except in basic and routine cases. When using cleaning materials COSHH regulations must be observed.
11. To provide advice to customers on a first point of call basis, referring on where necessary. To have a good knowledge of the centre programme and activities to answer basic questions when required.
12. Lifeguard the pool in accordance with National Pool Lifeguard Qualification training, the Normal Operating procedures and Emergency Action Plans.
13. Provide as part of the response team Cardio Pulmonary Resuscitation. This may also involve the removal of any injured swimmer from the pool by use of an “immobilisation board” for spinal injuries.
14. Use of the defibrillator in emergencies under the direction of the Senior Leisure Attendant. This will be used in a heart attack situation normally only under the express direction of the Senior Leisure Attendant or Manager although in some circumstances an attendant may need to initiate the use of the defibrillator. The defibrillator is automated and has safety features, which will detect a heartbeat, therefore cannot be used incorrectly.
15. Keep National Pool Lifeguard Qualification and if applicable First Aid qualification up to date.
16. Attend training as outlined by the Training Officer. All staff should attend training sessions whether on shift or not. Staff must personally ensure they are fit enough to undertake training.
17. Provide breaks for other centre staff as required.
18. Put pool covers in place in the evenings and remove them in the mornings.
19. Assist the Senior Leisure Attendant in the plant room and other minor maintenance matters. To act as a safety observer.
20. Regularly patrol building, especially changing rooms. Take immediate action where necessary or report any concerns immediately to the Senior Leisure Attendant.
21. Assist the Senior Leisure Attendant in the control of customers in the centre. At times patrolling the building and other times remaining in the entrance area.
22. Report defects or faults promptly to the Senior Leisure Attendant using the appropriate reporting mechanism.
23. Undertake any other reasonable duties as requested.
24. Staff are encouraged to attend additional training and gain additional qualifications.