**PERSON SPECIFICATION: GENERAL ATTENDANT MILL HOUSE LEISURE CENTRE/HEADLAND SPORTS HALL/BRIERTON**

 **SPORTS CENTRE DATE COMPILED 2nd October 2020 POST REFERENCE: 104061**

**HARTLEPOOL BOROUGH COUNCIL IS COMMITTED TO SAFEGUARDING AND PROMOTING THE WELFARE OF CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS. IF THIS POST IS SUBJECT TO SAFER RECRUITMENT MEASURES THEN A DISCLOSURE AND BARRING SERVICE (DBS) CHECK WILL BE REQUIRED.**

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| REQUIREMENTS | ESSENTIAL CRITERIAPlease indicate in brackets after each criteria how this will be verified i.e. (F), (I), (T), (R)  | DESIRABLE CRITERIAPlease indicate in brackets after each criteria how this will be verified i.e. (F), (I), (T), (R) |
| * **Educational/vocational/ occupational qualifications and/or training**
* **Specific qualifications (or equivalents)**
 | * General standard of Education (F)
 | * NGB Coaching Qualifications in various disciplines (F)

 * Current RLSS Pool Life Guard Qualification (F)

 * NVQ Customer Services, ECDL or

equivalent (F)  * Current First Aid At Work qualification (F)
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| * **Work or other relevant experience**
 | * Experience of working with members of the general public (F) (I)
* Experience of general cleaning programmes/regimes. (F) (I)
 | * Sales experience (F) (I)
* Experience of building cleaning (F) (I)
* Health and fitness experience ( F ) ( I )
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| **ESSENTIAL/DESIRABLE CRITERIA WILL BE VERIFIED BY: F = FORM I = INTERVIEW T = TEST(S) R = REFERENCE(S)** |

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| * **Skills, abilities, knowledge and competencies**
 | * Ability to communicate effectively and confidently with colleagues and member of the public (F) (I)
* Able to explain detailed information and keep up to date with changes to facilities programmes and memberships (F) (I)
* A commitment to customer service and responsiveness to the needs of stakeholders (I)
* Able to resolve enquiries and problems using own

initiative (I)  | tieodeo* Safeguarding training ( F ) ( I )
* Health promotion training ( F ) ( I )
* Customer care training ( F ) ( I )
* IT literate ( F ) ( I )
* Health and Safety training ( F ) ( I )
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| * + **General competencies**
 | * Able to work as part of a team (I)
* Affable nature, flexible, amiable personality, dependable, ability to work under pressure. (F) (I)
* Self motivated and enthusiastic (I)
* Able to adapt to changing service demands (F) (I)
* Considerate and diplomatic (I)
* Committed to the principles of equality and diversity

(I) * Flexible approach to work (I)
* Committed to promoting health improvement and

lifestyle change (I)  |  |
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**On-going Training Requirements**

The post holder will be required to undertake the following mandatory/essential training at the frequency indicated.

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| **Mandatory/Essential Training** | **Frequency** |
| * Safeguarding training
* Health promotion training
* Customer care training
* IT literate
* Health and Safety training
* Sales training
* Experience of building cleaning training
* Health and fitness training
* Competent assist in emergency situation training
 | * Most training will be annually or on industry guidance recommendations and some training will be ongoing in house training.
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Please note all appointments within Hartlepool Borough Council are subject to a declaration of medical fitness by the Council’s Occupational Health Service (having made reasonable adjustments in line with the Equality Act (2010) where necessary.