**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 CRITERIA Please indicate in brackets after each criteria how this will be verified i.e. (F), (I), (T), (R) | DESIRABLE CRITERIA Please 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) |
| * **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 ) |
| **ESSENTIAL/DESIRABLE CRITERIA WILL BE VERIFIED BY: F = FORM I = INTERVIEW T = TEST(S) R = REFERENCE(S)** | | |

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| REQUIREMENTS | ESSENTIAL CRITERIA Please indicate in brackets after each criteria how this will be verified i.e. (F), (I), (T), (R) | DESIRABLE CRITERIA Please indicate in brackets after each criteria how this will be verified i.e. (F), (I), (T), (R) | |
| * **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 ) | |
| * + **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. |

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.