# **PERSON SPECIFICATION: General Attendant POST REFERENCE: 104822**

**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)** |  | * 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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| * **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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**Ongoing 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** |
| Leisure Watch  Information governance  safeguarding | Every 2 years  Annually  Every 3 years |

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.