

JOB DESCRIPTION

Division / Department

JOB TITLE: Leisure Attendant

DIVISION: Preventative and Community Based Services

GRADE: Band 6

RESPONSIBLE TO: Facilities Manager

POST REFERENCE: 104060

Purpose of Post

- To deliver exceptional customer service across Hartlepool Borough Council's Sports Facilities. To provide excellent levels of customer service which will be regularly evaluated against our customer charter

Relationships

- To work closely with existing and potential users of the Council's leisure facilities, as far as possible matching their requirements to the service which is provided.
- To work in partnership with all sections of the Council, to assist in the coordination of programmes of activity and services.

Main Duties and Responsibilities

- Anticipate and respond to the needs and requirements of visitors to Hartlepool Borough Council's Sports Facilities. To provide excellent levels of customer service which will be regularly evaluated against our customer charter.
- Provide customer information and advice as well as directions to facilities within the buildings.
- Be proactive in promoting activity programmes and membership options across the leisure buildings portfolio with a view to increasing customer throughput, income generation and the financial viability of the leisure operation

- Embrace the vision of every customer contact being a health improvement contact and signpost customers and visitors to lifestyle change opportunities
- Ensure customer information such as leaflets, timetables and promotional brochures are maintained in sufficient quantities and to a presentable standard
- Keep notice boards and public information systems up to date and in a tidy condition
- Pass on feedback to the Facilities Management Teams based upon customer feedback to improve service delivery and customer satisfaction.
- Monitor customer usage of the building and its facilities being particularly vigilant to anti-social behaviour, acts of vandalism and child / vulnerable adult's protection issues.
- Undertake cleaning duties and litter removal both internally and externally to ensure the building and its surroundings are in an exceptional condition.
- Set up rooms and equipment for activity sessions and events
- Report and repairs or defects within the building to the Senior / Duty Officer in a timely manner
- On occasions assist in routine clerical duties which may include contacting customers via email and telephone to resolve queries
- Fully participate in the performance review process and personal development planning
- Be smart and presentable at all times and wear the correct uniform which complies with leisure portfolio standards
- Undertake training as necessary in line with the development of the post and agreed with line manager
- Contribute positively to the effectiveness and efficiency of the teams in which you work
- Assist in the induction and training of new facility staff to ensure a high level of competency is maintained
- Fully understand the emergency evacuation procedures for the building in which you work

- Promote the image and reputation of Hartlepool Borough Council and it's leisure portfolio by positively promoting and representing Hartlepool Borough Council Service at all times.
- Any other duties of a related nature which might be reasonably required and allocated by the Senior / Duty Officer.
- All employees have a responsibility to care for their own and others health and safety

Changes

Over time Council services change and develop. This can impact upon the main duties and responsibilities of the role, and subsequently the post holder, who will be required to adapt. Any changes will be appropriate to the grading of the post and will be made in discussion with the post holder.

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.