



Candidate Information

Position:	Centre Attendant, Student Plus
School/Department:	Student Plus
Reference:	18/106925
Closing Date:	Monday 12 November 2018
Salary:	£15,721 - £16,654 per annum (potential to progress to £17,326 per annum through sustained exceptional contribution) plus 18% shift allowance
Anticipated Interview Date:	Wednesday 21 November 2018

JOB PURPOSE:

To work as part of a flexible operational team within Queen's Sport whilst providing a courteous, efficient and effective service to students and users. Posts can arise for full and part time hours, and on a temporary and permanent basis. Where required to work a shift basis over 7 days, shift allowance will be paid.

MAJOR DUTIES:

1. Carry out lifeguard duties to ensure the safety of users of the pool. Ensure high levels of hygiene are maintained and complete daily pool water tests.
2. Ensure that the health, safety, and welfare of customers and staff are given the highest priority and deal with emergencies when they arise in accordance with the University's procedure.
3. Qualified person to deliver first aid when required and ensure the completion of all relevant documentation and reports
4. Provide a service to customers, both face to face and via telephone, ensuring that all bookings, memberships, hiring, courses and other appropriate procedures pertaining to the operation of reception are adhered to (e.g. Administrative/financial/relevant literature displayed/clean and tidy reception area).
5. Assist with inductions for new members of staff.
6. Deal appropriately with peoples' queries comments and complaints in consultation with line manager and in line with current procedure.
7. Qualified person to provide instruction for Swimming and activity classes and courses where possible.
8. Operate computerised booking and POS system including recording and monitoring all relevant information in relation to bookings and usage and reconciling payments.
9. Undertake cleaning throughout the centre, both internally and externally ensuring appropriate levels of hygiene are sustained and cleaning standards maintained through the use of specialised cleaning equipment and machines whilst following all health & safety guidelines, e.g. COSHH, RIDDOR, etc.
10. Carry out regular internal and external housekeeping and maintenance checks on facilities, e.g. outdoor training facility, changing rooms, sports halls, and squash courts etc. Documenting routine maintenance inspections on sporting equipment and reporting faults to ensure repairs are carried out quickly.
11. Receive, store and distribute stock as required.
12. Ensure general upkeep of sports facilities, e.g. swimming pool, squash courts, outdoor training facility etc.
13. Prepare meeting rooms and set up activity rooms for exercise classes and sports halls for particular events (this may involve assembling, dismantling and relocating equipment).
14. Promote and be part of a continuous improvement culture set within a student centred environment.
15. Actively increase membership sales by providing prospective and current members with information on services, membership packages, promotional events, tours, etc, to ensure high levels of customer satisfaction.
16. Ensure that all University policies and procedures are adhered to.
17. Carry out any other duties, which are appropriate to the post as may be reasonably requested by line manager.

Planning and Organising:

1. Follow daily work schedule that the Development Officer has developed but may prioritise duties within schedule.

2. Carry out some planning so that resources, equipment and stock are available to meet specific objectives.

Resource Management Responsibilities:

1. Facilities - Security of building (e.g.; control access to building and admissions to classes) internal exit doors and car parks.
2. Ensure the health, safety and security of members and staff using the centre.
3. Handle cash and debit/credit card transactions, following established procedures.

Internal and External Relationships:

1. Daily contact with the Development Officer/Team Leader, work colleagues, students, contractors, schools, clubs, children (in accordance with Child Protection guidelines), members and the general public.

ESSENTIAL CRITERIA:

1. Secondary School education (e.g. GCSE level or NVQ equivalent).
2. Current valid RLSS NPLQ.
3. Experience working as a Pool Life Guard with emphasis on customer care.
4. Knowledge of the relevant systems and procedures etc, plus a wider appreciation of the relevant area of work.
5. Ability to work well within a team as well as using own initiative.
6. Clear communication and interpersonal skills, strong customer awareness and focus.
7. Interest and involvement in sporting activities.
8. Enthusiastic and committed.
9. Flexibility to work irregular hours on a rota over a seven day period (shift allowance payable).
10. Successful completion of departmental water test.
11. Compulsory attendance at fortnightly staff training.
12. Complete satisfactory criminal history check.

DESIRABLE CRITERIA:

1. First Aid qualification.
2. At least 1 years' experience of working as a Pool Lifeguard within the last 3 years.
3. Experience handling cash and debit / credit card transactions following established procedures.
4. IT literacy and competency with computerised booking system.