

ERSKINE STEWART'S MELVILLE SCHOOLS



SPORTS ATTENDANT and DUTY SUPERVISOR

THE POST

As a Sports Attendant:

Basic Function	Sports Attendants have an important role to play in maintaining a safe, clean, and enjoyable environment for customers.
Accountability	Sports Attendants report to the Duty Manager, and are supervised by the Duty Supervisor whilst on shift.
Relationships	Sports Attendants work closely with all members of staff in the Sports Centre, and liaise with a variety of individuals who use the facilities (including children, adults, parents, teachers and staff).
Authority	Sports Attendants have authority as delegated by the Duty Manager.

As a Duty Supervisor:

Basic Function	Duty Supervisors have an important role in supervising the financial, human and physical resources on a shift to shift basis achieving the financial, customer, employee, internal business processes and learning growth objectives of the organisation and to provide line supervision, support, guidance and leadership to facility staff to deliver excellent customer service.
Accountability	Duty Supervisors report to the Duty Manager.
Relationships	Duty Supervisors work closely with all members of staff in the Sports Centre, and liaise with a variety of individuals who use the facilities (including children, adults, parents, teachers and staff).
Authority	Duty Supervisors have authority as delegated by the Centre Manager.

KEY RESPONSIBILITIES

General

- Carry out cleaning programmes for the fitness room and sports equipment, reporting any defects or breakages. Maintain a high standard of cleanliness and maintenance in all areas of the centre.
- Work at Reception, dealing with telephone calls and emails, and liaising with service users.
- Setting up and taking down sports equipment, ensuring that all bookings start and finish on time.
- Assist with promotional activities as organised by Management.
- Maintain a full understanding of the Sports Club membership and booking system and be able to deal effectively with all customer enquiries.
- Deal with customer queries in person and over the telephone in a confident and positive manner.
- Any other reasonable duties as may requested by Management.

Gym

- Carry out inductions for first-time users of the fitness room to the highest standard, ensuring that the customer gains the knowledge and confidence to return and use the fitness room safely.
- Patrol the activity areas to ensure all areas conform to the health and safety standards and are therefore safe.

Duty Supervisor

- Processing booking in the booking system.
- Cash handling and daily cashing up.
- Security patrols and activating/deactivating the building alarm.
- Swimming pool water tests and corrective plant room action, if necessary (SMC only).

REQUIRED SKILLS

	Essential	Desirable
Experience		<ul style="list-style-type: none">• Previous experience of working in a customer-facing environment• Previous experience of working in a school setting• Previous experience of working in a gym or fitness centre

Skills/ Abilities/ Qualifications	<ul style="list-style-type: none"> • Excellent communication skills (orally and in writing) and interpersonal skills. • To adhere to and follow instructions for current industry guidance ensuring Health and Safety standards are met • Ability to multi-task and prioritise own workload with good attention to detail • First Aid certificate • Adaptability for working on team tasks and individual tasks 	<ul style="list-style-type: none"> • Coaching or fitness qualification
Personal Attributes	<ul style="list-style-type: none"> • Discretion and confidentiality • Organised and punctual 	<ul style="list-style-type: none"> • Keen interest in sport and fitness