

# ERSKINE STEWART'S MELVILLE SCHOOLS



## SPORTS ATTENDANT

### THE POST

<b>Basic Function</b>	Sports Attendants have an important role to play in maintaining a safe, clean, and enjoyable environment for customers.
<b>Accountability</b>	Sports Attendants report to the Duty Manager, and are supervised by the Duty Supervisor whilst on shift.
<b>Relationships</b>	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).
<b>Authority</b>	Sports Attendants have authority as delegated by the Duty Manager.

### KEY RESPONSIBILITIES

#### Lifeguard Duties 30%

- Lifeguarding the pool, ensuring that all pool safety rules are adhered to.

#### General Duties 65%

- 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 Duties 5%

- 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.

## REQUIRED SKILLS

	Essential	Desirable
<b>Experience</b>		<ul style="list-style-type: none"> <li>• Previous experience of working in a customer-facing environment</li> <li>• Previous experience of working in a school setting</li> <li>• Previous experience of working in a gym or fitness centre</li> </ul>
<b>Skills/ Abilities/ Qualifications</b>	<ul style="list-style-type: none"> <li>• Excellent communication skills (orally and in writing) and interpersonal skills.</li> <li>• To adhere to and follow instructions for current industry guidance ensuring Health and Safety standards are met</li> <li>• Ability to multi-task and prioritise own workload with good attention to detail</li> <li>• National Pool Lifeguard qualification (NPLQ)</li> <li>• Adaptability for working on team tasks and individual tasks</li> </ul>	<ul style="list-style-type: none"> <li>• Coaching or fitness qualification</li> <li>• First Aid certificate</li> </ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Discretion and confidentiality</li> <li>• Organised and punctual</li> </ul>	<ul style="list-style-type: none"> <li>• Keen interest in sport and fitness</li> </ul>