CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL

JOB PROFILE

|  |  |
| --- | --- |
| **DEPARTMENT: Place** | **SERVICE GROUP: Sport and Leisure** |
| **POST TITLE: LAR (Leisure Attendant Receptionist)** | **REPORTS TO: Duty Officer / Senior Attendant** |
| **GRADE: BAND 5** | **SAP POSITION NUMBER :** |

The following information is furnished to help Council staff and those people considering joining the City of Bradford Metropolitan District Council to understand and appreciate the general work content of their post and the role they are to play in the organisation. The duties and responsibilities highlighted in this Job Profile are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis.

For posts where employees speak directly to members of the Public the post holder is required to demonstrate their ability to speak fluently in English.

As a candidate you will be expected to demonstrate your ability to meet the special knowledge, experience and qualifications required for the role by providing evidence in the application form for the purpose of shortlisting. Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column of this section.

The employee competencies are the minimum standard of behaviour expected by the Council of all its employees and the management competencies outlined are those relevant for a post operating at this level within our organisation.

Both sets of competencies will be used at interview stage and will not be used for short listing purposes.

|  |  |  |  |
| --- | --- | --- | --- |
| **Key Purpose of Post:** | | | |
| * To be responsible for lifeguarding duties and reception duties. * Responsible to the Duty Officer for the day to day operations which will include the set up and set down of equipment, cleaning inside and outside of the swimming pool, general control and patrol of the facilities, i.e. car park, outdoor pitches, pool halls, changing areas, sauna and relevant pools. * Overview of customer safety, discipline and well-being. Provision of effective customer service, preventing of injury to customers and misuse / damage of the facility, supervised on a daily basis by the Duty Officer/Senior Attendant, but will also report to the Centre Manager / Senior Manager. | | | |
| **Main Responsibilities of Post:** | | | |
| Reception Duties   1. To be a receptionist to customers using the Centre;    * Dealing with all receipt sales and general enquiries    * To be the first port of call and the face of the Council    * To welcome customers into the centre and assist with any general enquires.    * To keep reception displays stocked with correct information, printing and photocopying of leaflets, documentation and information for customers.    * To manage face to face and telephone booking requests for the facility and maintain manual/computerised booking systems as appropriate.    * To operate effectively electronic/computerised equipment e.g. cash registers, computer booking systems, telephones, public address systems.    * To assist with the control of pool capacities, to count, using a band system the number of swimmers allowed into the centre, monitor large queues (crowd control) and communicate capacities with the duty officer.    * Check memberships on entry of the facility, change membership if membership has expired or any outstanding payments. check register for members on pre-booked gym classes and pre-booked aqua exercise classes.    * To process car park refunds and credits where appropriate.    * To be a safe key holder where appropriate. 2. To carry out administrative duties and make decisions relating to particular users of the facility;    * Giving advice on the memberships available.    * To ask customers to fill in appropriate forms and input personal data of membership information and bank details onto the computerised system. Where appropriate and required, to offer guidance on use of and setting up of online bookings acconts.    * To set up direct debits, issue membership cards, take photo's (offer all information relating to memberships inductions, other sites, addition info sauna's etc.) cancel memberships, freeze memberships and add notes onto the system.    * To dispose of all appropriate paperwork and file bank details safely and securely.    * Gym memberships for Co-parenting / leaving care. Junior memberships. 16/19 years’ memberships and other new memberships.    * To issue membership bands and adding them to the system to allow them to be used throughout the site.    * To support and guide customers using the self-check in / kiosk for to sign into the gym and classes and re-book for the following week where appropriate.    * Post -Record, log and file all post received. Receive parcels and deliveries to reception, sign delivery notes. Point delivery to correct point if not appropriate for reception.    * To manage issued Vending Machine float, check vending machine for problems, issuing customers with refunds, reporting problems to appropriate vendor when problems arise.    * Check machine for issues, contact appropriate vendor when problems arise. 3. Bradford Aquatics and Diving Lessons - assist customers via the telephone or face to face about information regarding Bradford Aquatics Lessons.    * Take both waiting list forms and deposit from customers, in return hand out information pack and receipt for deposit.    * To input waiting lists    * To print letters for customers    * To print class registers for Teachers    * To check for unpaid customers, remove unpaid swimmer and return to waiting list, fill up classes from the waiting list, move swimmers when needed to appropriate classes, course assessments, course move / remove    * To take over the counter payments (unpaid swimmers) check & find payments    * Order badges    * Print certificates    * Update swimmers' records and achievements    * Sell badges and stickers.    * Provide all the administrative support for the holiday courses; produce a file and register, take application forms, allocate appropriate place, take fee, produce written and computerised receipt. (Summer, Easter, etc.)    * Provide all the administrative support for swimming teacher training courses, produce a file and registers, take customer details and allocate appropriate class (Level 1 & 2)    * Be required to call swimmers to cancel lessons and classes; print the registers, manually search the system for each individual telephone numbers, telephone each individual customer to cancel or leave voicemails.   Oncourse - Administration   * + The receiving and inputting of waiting list forms   + Adding memberships to swimmer and parent payer   + The daily task of checking class sizes and adding new swimmers from the waiting list and communicating this to customers either by email or over the phone   + Movements of students between classes when required or requested   + Dealing with Oncourse queries via emails, face to face or over the phone   + The receiving of top up payments or processing of pro rata direct debit payments   + The management and inputting of customer direct debit information and checking for payment problems.  1. Provide administrative support for NPLQ staff training, via the phone, book staff onto training courses, taking names & place of work. Produce registers. To collect any fees and charges necessary direct from customers and process entry via a cash register or swipe card system. To reconcile daily takings and floats. Prepare appropriate returns. Complete appropriate banking paperwork and card payments. 2. Lost Property; including looking for lost items, bagging, labelling and logging of all lost property both non valuable and valuable. Disposing of residual lost property after the allowed timescale and forwarding the valuable's on to appropriate bodies. Issue Bradford Leisure Cards, including inputting customer details, checking eligibility (age related), taking payment and photograph, issue card. Where necessary to advise customers regarding the online application process. To find customer online BLC applicationon the system, check ID proof, take photographs, take payments and issue cards. 3. To follow the Council’s financial systems and procedures e.g. EAP’s and NOP’s, Council’s financial regulations. To accept customer complaints both verbally and by telephone directing the complaint to the appropriate person as necessary. 4. To sell/ hire consumable goods and equipment e.g. shuttles, armbands squash balls and do stock takes. To maintain the cleanliness of the reception area. 5. To carry out any reasonable associated duties as directed by the Operations Manager / Duty Officer and to train new members of staff and LAR’s on reception duties. 6. System failure / update; when the system is ‘down’ all of the above computer based jobs have to be completed manually using paper based systems, tick boxes, hand written registers etc., including all monetary calculations. Till, booking systems or computers are unavailable during the time.   Lifeguard Duties   1. To be responsible for the lifeguarding duties in all pool hall area’s including the safety and supervision of all pool users in accordance with procedures and policies of Pool Supervision EAP and NOP. Required to undertake appropriate lifesaving and resuscitation of customers in difficulty when required. 2. Responsible for ensuring that activity areas and equipment are set out and put away in accordance with daily booking/changeover sheets, including outdoor pitches and spaces where applicable. LAR’s will be responsible for the safe storage of equipment, commodities and cleaning materials and will have to inform the Senior Attendant/Duty Officer when stocks become low, as they have overall control of resources. 3. Make regular patrols of the swimming pool ensuring cleanliness. Duties include ground maintenance, litter picking, general housekeeping, snow clearing, supervision of outdoor pitches where applicable, etc.To maintain a discreet presence in all areas of the swimming pool in order to provide supervision, help/guidance and direction to all customers using the Centre, in doing so helping to prevent vandalism and antisocial behaviour.To be available outside normal working hours to undertake extra duties in order to accommodate special events and to attend in-service training sessions as and when required. 4. To ensure adequate safety measures are undertaken to comply with the Health and Safety at Work Act e.g. C.O.S.H.H., electricity at work etc. Must implement the Quality Policy as well as any other systems and procedures i.e. Health & Safety, COSHH, RIDDOR etc. To undertake routine clerical and administrative duties in line with existing procedures. 5. To attend in-house mandatory training and regular NPLQ training and external training sessions course as and when required directed by the Senior Attendant/Duty Officer.Reports directly to the Senior Attendant/Duty Officer. Works within set systems and procedures. Expected to work on own initiative and within a team. Reports any issues or problems to the Senior Attendant/Duty Officer.Makes routine day to day decisions within set systems and procedures. Seeks advice from appropriate sources where required i.e. Senior Attendant / Duty Officer / Operations Manager / Senior Manager. | | | |
| **Structure:** | | | |
| **Special Knowledge Requirement. Will be used for shortlisting.** | | | |
|  | | | **Essential** |
| **Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column**. | | |  |
| Due to the Government’s Fluency in English for posts where employees speak directly to members of the public the postholder is required to meet the Advanced threshold level which will be applied where the postholder requires a greater level of sensitive interaction with the public.  You must be able to demonstrate that you can express yourself fluently and spontaneously (this will also be tested during the interview). | | | X |
| Uses knowledge of Health, Safety and Environmental policies, procedures and regulations including risks in own area of  work | | | X |
| Uses a range of complex IT packages relating to area of work | | | X |
| Ability to adopt a process of continual improvement and suggest ways of  working more efficient and effectively to improve service delivery. | | | X |
| Knows and understands how to use, interpret, handle and communicate  Information | | | X |
| **Relevant experience requirement: Will be used for shortlisting** | | | |
| The applicant is required to provide evidence of having previously spoken fluently to members of the public in order to meet either the Advanced threshold level outlined under Special Knowledge above. | | | |
| Experience of working as a lifeguard in a swimming pool | | | |
| **Relevant Professional Qualification Requirement** | | | |
| National Pool Lifeguard Qualification (NPLQ) | | | |
| Basic First Aid | | | |
| Level 2 Teachers Qualification (desirable, none essential) | | | |
| **Core Employee competencies to be used at the interview stage** | | | |
| **Carries Out Performance Management** | | | |
| Covers the employee’s capacity to manage their workload and carry out a number of specific tasks accurately and to a high standard. | | | |
| **Communicates Effectively** | | | |
| Covers a range of spoken and written communication skills required as a regular feature of the job. It includes exchanging information/building relationships; giving advice and guidance; counselling, negotiating and persuading and handling private, confidential and sensitive information**.** | | | |
| **Carries Out Effective Decision Making** | | | |
| Covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. It includes planning and organising, self effectiveness and any requirements to quality check work. | | | |
| **Undertakes Structured Problem Solving** **Activity** | | | |
| Covers a range of analytical skills required for gathering, collating and analysing the facts needed to solve problems. It includes creative and critical thinking; developing practical solutions; applying problem solving strategies and managing interpersonal relationships. | | | |
| **Operates with Dignity and Respect** | | | |
| Covers promoting equality, treating all people fairly and with dignity and respect, maintains impartiality/fairness with all people, is aware of the barriers people face. | | | |
| **Working Conditions:** | | | |
| The applicant must be able to work evenings, weekends and Bank Holidays as required by  the needs of the service.  Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions. | | | |
| **Special Conditions:** | | | |
| You will be informed if there is a requirement for the post to have recruitment checks  such as DBS, Warner Process. | | | |
|  | | | |
| **Compiled by: A.BUTT**  **Date: April 2025** | **Grade Assessment Date:** | **Post Grade: Band 5** | |