CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL
JOB PROFILE

DEPARTMENT: Place	**SERVICE GROUP: Sport & Culture**
POST TITLE: Leisure Attendant / Teacher / Receptionist (LAT)	**REPORTS TO: Duty officer**
GRADE: Band 7	**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 following points should be noted:

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. As a candidate / employee you will be expected to demonstrate your ability meet the special knowledge, experience and qualifications required for the role.

Key Purpose of Post:

PRIME OBJECTIVES OF THE POST:

- Responsible to the Duty Officer for the day to day operations which will include the cleaning inside and outside of the swimming pool, general control and patrol of the facilities i.e. pool halls, changing areas, sauna, solariums, relevant pools and café.
- To be responsible for lifeguarding duties, Swim Teaching and Reception duties.
- 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 Senior Attendant/Duty Officer, but will also report to the Centre Manager, Senior Manager and Bradford Aquatics Manager as required.
- To provide quality swimming lessons for pupils with a wide range of abilities including schools and out of hour lessons.
- To ensure a safe learning environment for all users of the service.
- To comply with the outline scheme of work including water safety for schools.
- To follow Bradford Swimming Development Syllabus and A.S.A. when appropriate
- To plan, prepare and deliver lessons within the above framework to meet National Curriculum Key Stage 2 targets in consultation with individual schools.

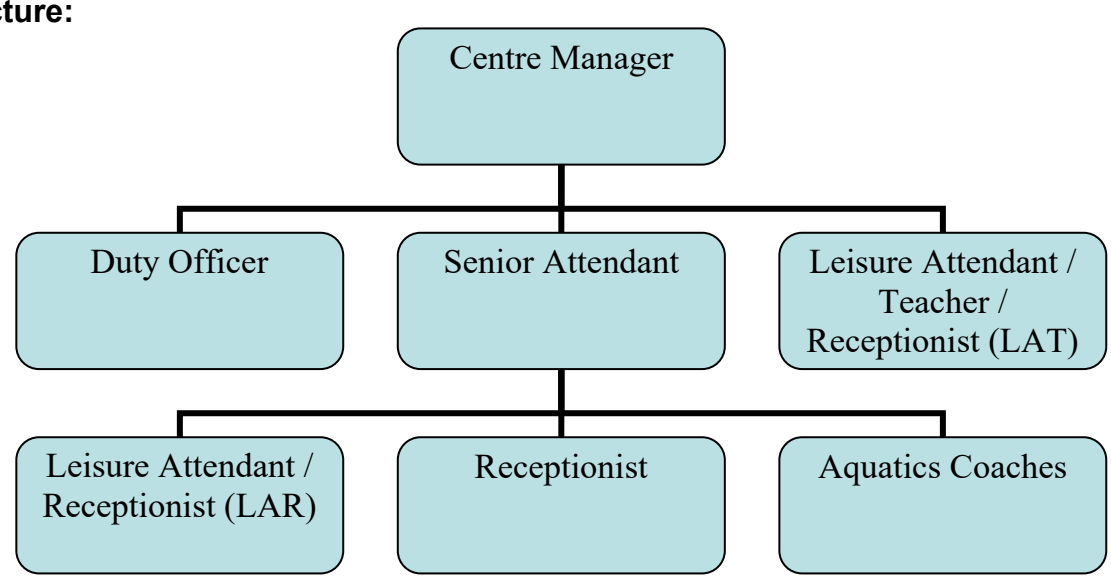
Main Responsibilities of Post:

RANGE OF 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 Work Instructions.
2. To teach the skills of swimming and water safety to classes of pupils with varying abilities and levels of competence including children and adults.
3. At the start of each term, undertake a Health and Safety presentation to the school staff with particular reference to outlining their duties within the set guidelines.
4. To prepare lessons for all classes appropriate to the age, ability and aptitude of each pupil.
5. To maintain legible and accurate record in relation to achievement/training etc. in order for individual achievement records to be produced
6. Produce written assessments of each pupils grading ability for future courses. Including verbal feedback to pupils / parents /Teachers on their development.
7. To cover reception duties that include taking telephone and face to face bookings, fees and charges, sale of goods, reconcile daily takings; to operate electronic and computerised systems e.g. electronic booking system, carry out administrative duties as and when required as directed by the Duty Officer, Centre Manager/Senior Manager.
9. Make regular patrols of the swimming pool and to undertake cleaning duties ensuring the building is safe and clean, duties including ground maintenance, litter picking, snow clearing etc.
10. To maintain a discreet presence in all areas of the swimming pool in order to provide help, guidance and direction to all customers using the Centre, in doing so helping to prevent vandalism and antisocial behaviour.
11. 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.
12. 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, food hygiene etc.
13. To undertake routine clerical and administrative duties in line with existing procedures.
14. To be the designated first aider when on duty.
15. To comply with Councils procedures and policies, and to adhere to set procedures and work instructions. To ensure that the quality system, procedures and policies are all complied with, and that all records are up to date, including training, cleaning schedules, maintenance schedules, fault logs etc.

16. 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.

Structure:



Special Knowledge Requirement: Briefly outline the elements of special knowledge required by the post holder without which they will not be able to carry out the job.
Carries out a variety of working practices, complies with the Council's quality system, procedures, policies rules, and processes across the specialist area.
Uses knowledge of health, safety and environmental policies, procedures and regulations including risks in own area of work.
Uses a range of IT packages relating to their area of work.
Ability to adopt a process of continual improvement and suggest ways of working more efficiently and effectively to improve service delivery.
Knows and understands how to use, interpret, handle and communicate information.

Relevant experience requirement:

- Experience in Teaching / Lifeguarding / Working in a swimming pool
- environment.
- Experience of reception duties.

Relevant professional qualifications requirement:

- ASA Level 1 & 2
- National Pool Lifeguard Qualification (or to obtain within 6 months or employment)
- Basic First Aid, working towards obtaining Full First Aid Qualification if required

Carries Out Performance Management
The employee has the capacity to manage their workload and carry out a number of

specific tasks accurately and to a high standard.
Communicates Effectively
Has a good 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, negotiating and persuading and handling private, confidential and sensitive information**.**
Carries Out Effective Decision Making
Has the ability to use 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. They Makes routine day to day decisions within set systems and procedures. Seeks advice from appropriate sources where required i.e. Senior Attendant/Duty Officer/Centre Manager/Senior Manager.
Undertakes Structured Problem Solving Activity
Ability to use analytical skills required for gathering, collating and analysing the facts needed to solve problems. This includes creative and critical thinking; developing practical solutions; applying problem solving strategies and managing interpersonal relationships.
Operates with Dignity and Respect
Promotes 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:
• Willing and able to work unsocial hours over a 7 day period rota, including daytime, early mornings, evenings, weekends and bank holidays. • To be contactable by telephone, and be able to attend work at short notice if necessar • Capable of moving heavy equipment such as pool inflatable's, pool covers, etc
Special Conditions:
Management require that the following checks be carried out as part of the recruitment process: DBS

Compiled by: Edita Riley. **Date:** 22nd 03.2013. Ver.2. **Reviewed:** 18.04.2013. ER. **Reviewed:** 06.05.2015. DM.	**Grade Assessment** **Date:** 2nd July 2013. Lucy Gledhill, HR.	**Post Grade:** Band 7.
For HR use only	**SAP Input Date**	**Name of Data Inputter**