

Job Description

Job Title	Outside Grounds Attendant
Grade	Band C
Reporting To	Team Leader/Duty Officer
JD Ref	OPS0021G

Purpose

Responsible for the overseeing and general behaviour of the public including directing the activities of users to prevent injury, misuse and damage to facilities.

Main Duties And Responsibilities

Behavioural:

- Enjoy, achieve, create impact, and thrive in the role and organisation.
- Live our values in the role and organisation.

General service specific duties & responsibilities:

- Assemble, set up and subsequently dismantle sports equipment and other general equipment.
- Assist in general preparation for events and activities.
- Clean and maintain all floor, wall, woodwork, tiled, carpeted, glazed surfaces as described in the Cleaning Schedule pertinent to the place of work.
- Undertake general cleaning, labouring and security duties as required.
- Regularly inspect the facilities and premise reporting any defects promptly to the relevant person.
- Respond to emergencies including those requiring first aid.

Communication, Engagement and Training:

- Assist in the provision and promotion of customer focussed services in conjunction with other Council service providers.
- Provide advice and guidance to customers in relation to the Leisure Centre and its use.
- Respond to customer enquiries and if unable to assist, escalate to appropriate member of staff.

Compliance:

- Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.
- Responsible for Health and Safety in the buildings to the extent laid down for posts of this level in the Departmental Safety Policy.

Other:

- Any other duties commensurate with the grade.

Role Specific Knowledge, Experience And Skills

Qualifications

- First Aid at Work Certificate or willing to undertake qualification on appointment.
- Desirable – NVQ 2 in cleaning.

Knowledge & Skills

- An understanding of and an ability to deliver excellent customer service to internal and external customers.
- Desirable – Communicate effectively with customers.
- Desirable – Knowledge of Health & Safety and Control of Substances Hazardous to Health (COSHH).
- Desirable – Knowledge of erecting and dismantling sports equipment.

Experience

- Working in a customer focussed environment.
- Ability to demonstrate working as part of a team.
- Desirable – Providing customer support including handling customer complaints.
- Desirable – Experience of working with basic tools and cleaning equipment.
- Desirable – Aptitude with cleaning aids/machines.

Additional Information

- Ability to travel across the Borough and work from various locations.
- On occasion, able to work outside traditional hours, of a weekend and evening as required, adopting a flexible working approach in response to business requirements.
- Operate within a seven-day shift pattern.
- Ability to work unsupervised.

Health & Safety Considerations:

- Moving or handling heavy loads
- Working shifts
- Working with chemicals (cleaning)
- Lone working
- Working outside
- Working with children
- Exposure to persons with challenging or aggressive behaviour

Approved By: Rob Phythian, Leisure Operations Manager

Date Of Approval: 28/02/2024

