JOB DESCRIPTION

Post: Outdoor Attendant

Directorate: Environmental Services and Sustainability

Department: Climate Sustainability and Parks

Reports To: Area Facilities Officer

Location: Cathedral Road Recreation Centre however, the postholder may be required to work at other locations across the Borough (Reserve lists may be kept for same or similar posts throughout the Borough)

Salary: Scale 3 SCP 7-9 £27,274 - £28,153 per annum, pro rata pro rata for part time staff (Full Time Equivalent is 37 hours per week) plus shift allowance and weekend enhancement may be earned

Hours: 37 hours per week, on a 2 week rota basis

Please see sample rota below. This rotas may be subject to change. The post holder will be required to work outside normal hours including public holidays, evenings and weekends to facilitate the needs of the Service**.**

		Mon	Tue	Wed	Thu	Fri	Sat	Sun		
week 1	Start	10:00	15:00	15:00	12:00	00:00	09:00	00:00		
	Finish	14:00	22:30	22:30	19:00	00:00	18:00	00:00		
	Lunch	00:00	00:00	00:00	00:00	00:00	00:00	00:00		
	Start	17:00	00:00	00:00	00:00	00:00	00:00	00:00		
	Finish	22:30	00:00	00:00	00:00	00:00	00:00	00:00		
	Total Hrs	09:30	07:30	07:30	07:00	00:00	09:00	00:00		
	Paid Hrs	9.50	7.50	7.50	7.00	0.00	9.00	0.00	40.50	9.00
				Please put time in in 24 hour format						
week 2	Start	00:00	09:30	09:30	16:00	18:00	00:00	09:00		
	Finish	00:00	18:00	18:00	22:30	22:00	00:00	15:00		
	Lunch	00:00	00:00	00:00	00:00	00:00	00:00	00:00		
	Start	00:00	00:00	00:00	00:00	00:00	00:00	00:00		
	Finish	00:00	00:00	00:00	00:00	00:00	00:00	00:00		
	Total Hrs	00:00	08:30	08:30	06:30	04:00	00:00	06:00		
	Paid Hrs	0.00	8.50	8.50	6.50	4.00	0.00	6.00	33.50	6.00

Duration: Permanent

All employees are expected to model the Customer Care behaviours of "Serve Passionately, Engage Positively and Deliver Consistently."

MAIN PURPOSE OF JOB:

Committing to the one-team ethos, you will be flexible and collaborative and you will actively support all colleagues and other activities necessary to deliver the service objectives.

Responsible for upholding all safety standards and procedures, ensuring that all areas are properly organised and equipped meaning that all customers have a safe and enjoyable experience.

MAIN DUTIES & RESPONSIBILITIES:

1. Maintain constant surveillance of the site and customers' behaviour and act appropriately to ensure the safety of all users.

2. Open and close gates and buildings as required.

3. Adhere to all NOPs, EAPs, control measures, safe systems of work and standards.

4. Remain fully conversant with all emergency procedures and take part in emergency situations, providing emergency care as required.

5. Conduct inspection and cleaning duties, keep records up-to-date and fix or promptly report faults to ensure that all areas of the site are clean, tidy, and hygienic and facilities and equipment are fit for a safe and enjoyable customer experience.

6. Conduct effective set up/take down tasks to ensure facilities and equipment are prepared for a safe and enjoyable customer experience throughout the site.

7. Assist with activity programmes, courses and events as required. Continuously monitor and assess users considering environmental and external conditions.

8. Make all customers feel welcome and comfortable and ensure that they are benefiting from the services provided and assist with all forms of customer communications.

9. Respond to routine and serious incidents and emergencies. Coordinate with relevant staff and if required emergency services to achieve a resolution and ensure all relevant Health & Safety procedures are followed.

10. Carry out general attendant duties including driving, to monitor all areas of the site.

11. Conduct facility tours as required.

12. Be flexible and collaborative and actively support all colleagues and other activities or processes which impact on the performance of the Facility.

13. Undertake any other relevant duties that may be required and are commensurate with the nature and grade of the post.

Please note - employees must remain on site for the duration of all breaks which may be interrupted due to the requirements of the service. Paid meal breaks are normally of half hour duration. The timing of such breaks will be determined by operational requirements. Employees will be reimbursed this time.

In addition to the standard pre-employment checks, this position will also be subject to receipt of a satisfactory Basic AccessNI check.

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