



# Falkland Islands Government – Job Description

<b>Job Title:</b>	Sports Attendant		
<b>Department:</b>	Central Services	<b>Section:</b>	Leisure Centre
<b>Immediate Supervisor:</b>	Leisure Centre Manager		
<b>Grade:</b>	Falkland Islands Government Grade – H/G		

## Job Purpose

The role is responsible for the preparation, general safety and cleaning of areas in sport and recreation facility. When poolside they will have a key responsibility for the safety of customers in the swimming pool and surrounding areas. In the 'dry-side' facilities there may be a greater emphasis on the setting up, taking down and storage of equipment. In both cases Sports Attendants are the first point of contact with customers and will need strong communication and social skills.

## Main Accountabilities:

- Supervising the safety of the swimming pool environment and working to prevent accidents and emergencies
- Preparing activity areas to include the safe setting up/dismantling of equipment and ensuring that all equipment is stored safely and securely when not in use.
- Monitoring and helping maintain a safe and comfortable leisure centre environment by implementing organisational maintenance schedules.
- Ensuring the highest possible standards of hygiene and cleanliness are maintained by carrying out routine and other cleaning tasks when required referring to the shift matrix
- Assisting customers with enquiries in a friendly and effective manner, proactively developing and maintaining high standards of customer care
- Resolving customers' problems, including situations where there is a disagreement over the actions and outcomes involved
- Delivering a quality experience for aqua run party hires and responding flexibly to specific needs on the day within the scope of role and centre policies
- Working as part of a team to ensure the smooth operation of the facility
- Following Pool Safety Operating Procedures
- Accurately filling in forms and checklists relating to their normal duties
- Taking occasional responsibility for the induction and development of new members of staff following the check lists provided
- Meeting the training and development requirements of the role and attending regular in-house weekly training sessions to maintain the STA Pool Lifeguard qualification
- Teach swimming lessons as part of the Swim School programme and to be responsible for organising lessons for students
- Monitor and maintain the water of quality of the pool via scheduled water tests, and check equipment such as heating or ventilation units, filters, pumps and chemical tanks
- Assist with the supervision of the School Holiday programmes along with the other attendants.
- Supervising adults, teenagers and children using equipment
- Assisting with any accidents that occur and giving first aid if needed
- Overseeing security in changing rooms and lockers, tidying and cleaning all areas
- Charging admission, taking bookings, renting out equipment, handling cash or answering the phone
- Undertake gym inductions with customers

***The job description is not an exclusive or exhaustive definition of your duties. You shall undertake such additional or other duties as may reasonably be required by FIG commensurate with your role and grade.***



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<b>Additional Information:</b>	
<p>Stanley Leisure Centre is a multipurpose, dual use recreation facility comprising a 25m heated indoor Swimming Pool, Sports Hall, Exercise Training Room, Squash Court and an outdoor Football Pitch.</p> <p>The role will require you to work a 37.5-hour week on a shift pattern that will include working early mornings, evenings, weekends and public holidays. There may also be at times a requirement to work overtime.</p> <p>A uniform is to be worn at all times whilst on shift. The role is an active role, requiring the post holder to be on their feet regularly and there will be a requirement to do some heavy lifting.</p>	
<b>Criminal Record Checks – This post is regarded as sensitive</b>	
<p>All applicants for Government posts will be asked to disclose convictions upon application. Criminal records will only be considered for recruitment purposes when the conviction record is relevant. Having an ‘unspent’ will not necessarily bar a candidate from employment. This will depend on the circumstances and background to the offence(s).</p> <p>Any information given will be completely treated as confidential and will be considered only in relation to the post to which the application refers.</p> <p>Failure by a candidate to reveal information that is directly relevant to the post applied for could lead to the withdrawal of the offer of employment.</p>	



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<b>Person Specification:</b>	Sports Attendant		
<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessment Method</b>
<b>Education and Qualifications:</b>			
Current Pool Lifeguard Qualification or ability to obtain within a short time	✓		A/I
Valid First Aid Certification or ability to obtain within a short time	✓		A/I
STA Swim Teacher Qualification or ability to obtain within a short time	✓		A
GCSE C in Maths and English or equivalent	✓		A
GCSE C Information Technology or equivalent		✓	A
Safeguarding Adults and Children Qualification		✓	A
Sport and Leisure Qualifications		✓	A
Pool Plant Foundation Qualification		✓	A
<b>Knowledge/Experience/Skills:</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessment Method</b>
The ability to work as part of a team with proven experience of effective teamwork	✓		A/I/R
Previous experience of working in a customer service environment and with the ability to deal with customers and their queries and concerns with tact and sensitivity	✓		A/I
Able to understand and follow written instructions	✓		A/I
Capacity to work effectively with people of all ages and abilities	✓		A/I/R
Excellent communication and interpersonal skills	✓		A/I/R
Excellent customer service skills	✓		A/I/R
Previous experience working within a Leisure Facility		✓	A/I
Knowledge and understanding of pool testing (Chlorine and pH levels)		✓	A/I
Have a basic understanding in the use of Microsoft packages such as Word, Excel and Outlook		✓	A/I
<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessment Method</b>
<b>Personal Attributes:</b>			
A dynamic individual with a 'can do', results driven approach and attitude	✓		A/I/R
An interest in sport and recreation	✓		A/I/R
Ability to work both individually and as part of a team	✓		A/I/R
Ability to work unsupervised and use own initiative	✓		A/I/R
Flexible approach to tasks and workloads	✓		A/I

## Method of assessment:

A - Application Form  
 I - Selection Interview  
 R - Reference