



Falkland Islands Government – Job Description

Job Title:	Sports Attendant		
Department:	Central Services	Section:	Leisure Centre
Immediate Supervisor:	Leisure Centre Manager		
Grade:	Falkland Islands Government Grade – H/G1		

Job Purpose

The Sports Attendant supports the safe, clean and welcoming operation of Stanley Leisure Centre and the National Sports Centre. The role involves supervising activity areas, preparing facilities for use, carrying out routine safety and cleaning checks, and providing high-quality customer service. Sports Attendants act as a visible point of contact for users, promoting safe participation, positive behaviour and an enjoyable experience across wet-side and dry-side facilities.

Main Accountabilities:

Safety & Supervision

- Maintain a visible staff presence across both centres, monitoring activity areas to promote safe use and appropriate behaviour.
- Supervise swimming pool sessions in accordance with Pool Safety Operating Procedures.
- Respond appropriately to incidents, accidents or emergencies, providing first aid within the scope of training and escalating where necessary.
- Carry out routine safety checks of facilities, equipment and activity spaces, reporting hazards or defects in line with centre procedures.

Facility Set-Up & Housekeeping

- Prepare and reset activity areas for programmed use, including setting up and storing equipment safely.
- Maintain high standards of cleanliness and hygiene through routine and ad-hoc cleaning tasks, in line with cleaning schedules.
- Ensure changing rooms, circulation areas, sports halls and shared spaces are clean, tidy and ready for use.

Dry-Side Support

- Support the day-to-day operation of dry-side facilities, including sports halls, fitness suites, GLICE rink/indoor football facility and outdoor AstroTurf pitch.
- Monitor fitness suites and sports spaces to ensure safe practice and adherence to centre rules.
- Undertake floor-level safety and cleanliness checks in the climbing wall area and report any concerns to management or the relevant club.
- Provide on-site supervision of the AstroTurf pitch during use, policing behaviour and reporting issues; maintenance is managed by external contractors.
- Carry out basic gym inductions for customers, including explaining equipment use, facility rules and safe practice, in line with centre procedures and training.



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Customer Service & Administration

- Act as a first point of contact for customers, answering enquiries in a friendly, helpful and professional manner.
- Handle bookings, admissions, equipment hire, and basic cash handling duties where required.
- Resolve routine customer issues and refer more complex matters to senior staff.
- Accurately complete checklists, logs and records related to safety, cleaning and daily operations.

Teamwork & Development

- Work collaboratively with colleagues to ensure smooth daily operation across both centres.
- Assist with the induction and support of new staff when required.
- Attend training sessions and maintain required qualifications relevant to the role.

Swim Teaching & Aquatics Support

- Deliver swimming lessons as part of the Learn to Swim programme, in line with agreed lesson plans and centre policies.
- Prepare equipment and teaching areas for swimming lessons and aquatic activities.
- Support a positive, safe and inclusive learning environment for swimmers of all ages and abilities.
- Organise and communicate lesson arrangements for participants and parents where required.
- Assist with pool water quality monitoring and basic pool plant checks in accordance with training and procedures.

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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Additional Information:

Stanley Leisure Centre is a multipurpose, dual-use recreation facility comprising a 25-metre heated indoor swimming pool, sports hall, exercise training room, squash court, and an outdoor football pitch. The Centre is complemented by the National Sports Centre, a modern multipurpose facility featuring a sports hall, two fitness suites, a GLICE rink/indoor football facility, climbing wall, and an outdoor all-weather AstroTurf pitch. Together, these facilities provide a comprehensive range of recreational, fitness, and sporting opportunities for the community.

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.

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.



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Criminal Record Checks – This post is regarded as sensitive

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).

Any information given will be completely treated as confidential and will be considered only in relation to the post to which the application refers.

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.



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Person Specification:	Sports Attendant		
Criteria	Essential	Desirable	Assessment Method
Education and Qualifications:			
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 willingness to work towards)	✓		A
Safeguarding Adults and Children Qualification		✓	A
GCSE C in Maths, English and Information Technology or equivalent	✓		A/I
Relevant sport, leisure or fitness-related qualifications		✓	A
Pool Plant Foundation Qualification		✓	A
Knowledge/Experience/Skills:	Essential	Desirable	Assessment Method
Ability to work effectively as part of a team in a customer-focused environment	✓		A/I/R
Good communication and interpersonal skills, with the ability to engage confidently with customers	✓		A/I
Ability to follow written procedures, safety guidelines and operating instructions	✓		A/I
Capacity to work effectively with people of all ages and abilities	✓		A/I/R
Basic IT skills, including use of booking systems, email and standard office software	✓		A/I/R
Awareness of health and safety responsibilities in a public leisure environment	✓		A/I/R
Experience working in a leisure, sports or fitness facility		✓	A/I
Experience delivering swimming lessons or supporting aquatic programmes		✓	A/I
Experience carrying out gym inductions or supervising fitness suite use		✓	A/I
Awareness of basic pool water testing (e.g. chlorine and pH)		✓	A/I
Criteria	Essential	Desirable	Assessment Method
Personal Attributes:			
Friendly, approachable and professional manner	✓		A/I/R
Strong customer service ethos	✓		A/I/R
Safety-conscious with good attention to detail	✓		A/I/R
Reliable, punctual and responsible	✓		A/I/R
Flexible approach to duties, hours and workloads	✓		A/I
Ability to use initiative and work unsupervised when required	✓		A/I
Genuine interest in sport, fitness and recreation	✓		A/I

Method of assessment: A - Application Form, I - Selection Interview, R - Reference