

Job Title: Sport Attendant	Pay Scale/Hours: PPS 3
Normal Place of Work: The Priory City of Lincoln Academy	Line Manager: Head of PE/ Sport Centre Manager
<p>Role Summary: As a member of the Sports Centre team:</p> <ul style="list-style-type: none"> • Supervise the day to day use of all the Academy Sports Centre facilities, including our swimming pool and 3G AGP. • Support the day to day operation and maintenance of the Sports Centre facilities to an appropriate standard. 	

Duties and Responsibilities:

1. Act as the initial point of contact for customers:
 - Meet and greet customers, including an appropriate induction at their first session;
 - Promote a friendly and welcoming atmosphere;
 - Receive queries from customers, take remedial action if possible, and report any issues or complaints;
 - Liaise with potential customers, including tours of the facilities.
2. Support the compliance with Health and Safety guidelines:
 - Ensure the safe operation of facilities to ensure the welfare of participants and avoid damage to facilities;
 - Ensure relevant health and safety guidelines are displayed appropriately and adhered to by customers;
 - Carry out maintenance checks on equipment and facilities, and adhere to the inspection and testing schedule for facilities, including water quality tests of the swimming pool;
 - Operate appropriate equipment to maintain the facilities;
 - Ensure the facilities are secure when not in use.
3. Supervise use of the sports facilities:
 - Ensure the facilities are presented to a high standard;
 - Operate the 'live' electronic diary of bookings, which is also accessible to appropriate colleagues;
4. Operate effectively as a member of the Sports Centre team:
 - Communicate regularly with the line manager;
 - Attend training as required.

5. Such other duties as may be determined from time to time within the general scope of the post.

Key Relationships

The post holder will be expected to develop and maintain good relationships with:

<ul style="list-style-type: none">• Sports Centre Customers	To ensure a high quality service is provided that meets the needs of the Academy.
<ul style="list-style-type: none">• Sports Centre and Academy Colleagues	To support the operation of the Sports Centre for community users and Academy students.

Generic Responsibilities

- Represent and promote The Priory Federation of Academies' values internally and externally.
- Ensure that the Federations internal customers receive an excellent customer service experience in all dealings with the service.
- Deliver your day to day duties consistently with the agreed service level.
- Act as a champion for change and improvement, constantly enhancing quality.
- Contribute to the annual quality review of the service and the programme of continuous improvement.
- Actively promote and act, at all times, in accordance with Federation policies, e.g. Health and Safety, Equal Opportunities and Safeguarding.
- Make a commitment and contribution to improving standards for students, as appropriate.
- Contribute to the maintenance of a caring and stimulating environment for students.
- Undertake other duties commensurate with the job level.

The post holder will interact professionally with colleagues to ensure understanding and awareness of responsibilities of all colleagues and undergo any relevant training.

Elements of this job description may be changed following consultation with your manager.

TERMS OF EMPLOYMENT

All offers of employment are subject to The Trust receiving proof of identity, two satisfactory references, satisfactory health and enhanced DBS checks, a signed Code of Conduct, evidence of your relevant qualifications and successful completion of a 12 month probation period.

HEALTH AND SAFETY

All employees are responsible for reading, understanding and carrying out the requirements of The Trust's Health and Safety policy and for informing a relevant person if they become aware of any non-compliance with the policy or of any identified training needs.

HOURS OF WORK

The Academy day is between 8:00 am and 6:00 pm. A flexible approach to working is expected as some tasks may be required to be carried out in the evenings and during holiday periods.

CONTINUAL PROFESSIONAL DEVELOPMENT

The Trust requires individuals to identify and analyse their own training and development needs and to actively participate in the design of a development plan to meet these needs and the needs of the Academy. This may be achieved through an appraisal process.

The post holder should recognise and take advantage of development opportunities and should periodically review their own progress towards meeting previously agreed goals.

CONDITIONS OF SERVICE

Governed by the National Agreement on Pay and Conditions of Service supplemented by local conditions as adopted.

SPECIAL ARRANGEMENTS

The post holder may be required to work outside of normal academy hours on occasion, with due notice.

SAFEGUARDING STATEMENT

The Priory Federation of Academies is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.

Person Specification – Sport Attendant

	Essential	Desirable	How assessed*
QUALIFICATIONS			
GCSE English and Mathematics Grade A-C or equivalent.	✓		AF / Cert
Level 2 or above in relevant sports based qualification	✓		
KNOWLEDGE AND EXPERIENCE (UP TO DATE/ CURRENT)			
Knowledge and understanding of sports development		✓	AF/IV
Experience of working in a customer service environment	✓		AF / IV
Knowledge and understanding of sports centre use		✓	AF / IV
Knowledge and understanding of health and safety issues		✓	AF / IV
Knowledge and understanding of maintenance systems and processes		✓	
SKILLS AND ABILITIES			
Excellent oral and communication skills	✓		AF / IV
Ability to work on own initiative and independently as well as part of a team	✓		AF / IV
Ability to use IT at a level commensurate with the job role	✓		AF / IV
Ability to use (or desire to undertake training to use), equipment required to maintain the 3G AGP		✓	AF / IV
Professional and responsive attitude and behavior towards colleagues and clients	✓		AF / IV
Flexibility regarding out of hours working		✓	AF / IV

*Key to how skills are assessed:

AF = Skill assessed via application form

IV = Skill assessed via interview

AT = Skill assessed via test/work-related task

Cert = Certificate checked at interview

Acceptance of the Job Description

I have read and accept the content of the job description.

Signed Line Manager:

Dated:

Signed Employee:

Dated.....