**LEISURE ATTENDANT**

**Reporting to Duty Manager**

**YOUR PERSONAL PROFILE**

**YOUR ROLE…**

You are responsible for delivering a first-class service to Trafford Leisure customers and staff through the provision of first class quality customer experience management.

You will take responsibility for the delivery of creating a first-class impression on the customers you welcome to your centre ensuring they enjoy a safe and professional service from your team.

Your role ultimately will contribute to the delivery of the Centres first class service to our customers keeping us at the forefront of leisure provision and generating growth and development for the continued success of the business.

**Our Vision**

Inspire and create opportunities for the people of Trafford to move more and live longer, healthier, happier lives

**Our Purpose**

Move More Everyday

**Our Strategic Outcomes**

Improving Health outcomes for all

Excellent facilities, activities and programs

Net zero by 2038

**YOUR SPECIFIC TASKS AND RESPONSIBILTIES INCLUDE BUT WILL NOT BE LIMITED TO**

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| 1. Delivering a first-class customer service to all who come into the centre
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| 1. Fulfilling front of house duties, including giving a warm welcome to all those who enter the centre and ensuring enquiries are dealt with efficiently and to full satisfaction of the customer
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| 1. Working with your Manager to continuously improve the service, feeding in your knowledge and ideas to make sure that we are meeting the needs of our customers
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| 1. Ensuring the safety of our swimming customers by providing first class lifeguard support
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| 1. Supporting your Centres sales and retention initiatives using your interpersonal skills and ability to communicate with people to generate leads and retain existing customers
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| 1. Ensuring that equipment is at first class standards in safety and cleanliness
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| 1. Communicating with colleagues and the wider team to ensure that services and products we provide to our customers, both internal and external, are consistent and of a first-class standard
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| 1. Preparing activity areas and equipment to meet the needs of the programme
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| 1. Being responsible for cleaning the centre and ensuring high standards of cleaning are met when on shift.
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| 1. Attend NPLQ training on a monthly basis as well as completing any other training that the role requires
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**YOUR EDUCATION, EXPERIENCE, KNOWLEDGE, SKILLS, AND BEHAVIOURS**

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| **EDUCATION AND QUALIFICATIONS** |
| 1. RLSS Pool Lifeguard Qualification
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| **EXPERIENCE** |
| 2. Previous experience in a busy leisure environment is desirable  |
|  **SKILLS AND ABILITIES** |
| 3. Problem solving, and solution focussed ability |
| 4. Confident in using ICT Systems i.e. Microsoft Office, Social Media (Gladstone, Plus 2 etc). |
| 5. Remain calm and resilient when faced with challenging situations. |
| 6. Proven ability to communicate effectively, building positive relationships with customers, colleagues and partners  |
| 7. A passion for excellent customer service. |
| **KEY BEHAVIOURS** |
| 8. Being vigilant at all times, particularly when around the pool areas  |
| 9. Ability to be flexible and adapt to changing or challenging situations. |
| 10. Personal commitment to ensure activities and services are equally accessible and appropriate to the diverse needs of the customer. |
| 11. Excellent time management required |
|  **OTHER** |
| 12. If required, a willingness to consent to and apply for an enhanced disclosure check. |

**25.07.24**