



**Post Title:** Centre Attendant - Wet

**Grade:** C

## Job Purpose

To promote the Council's vision, values, aims, objectives, and priorities actively and effectively, putting our citizens first through the delivery of best value services.

To provide for the safe supervision of all customers using the swimming pools and other areas of the centre. Provide excellent customer service through professional standards being followed at all times. To provide high standards of cleanliness and a safe facility for customers to enjoy / play the appropriate activity or sport. Responsible for setting up breaking down and storing correctly equipment as required to set guidelines and health and safety standards.

## Individual Leadership Expectations

As an Officer of the Council, you will be expected to demonstrate our core behaviours, linked to the following four themes:

- **Individual Leadership:** by putting our citizens and customers first, delivering against your objectives, helping to set direction, and putting forward ideas for improvements.
- **Equality Diversity & Inclusion:** by ensuring we consider the needs of all NCC citizens in our work, show respect for others, upholding and adhering to the Council's Code of Conduct.
- **Change & Innovation:** by being creative, delivering change when needed, sharing problems, and helping to bring forward suggestions for improvements.
- **Collaboration:** by working well with others, identifying the needs of colleagues and others to deliver great services and by being a good communicator who works well with a range of audiences.

## Specific Duties

1. Actively promote and embed Equality, Diversity, and Inclusion through all actions and in accordance with the organisation's EDI strategy and objectives.
2. Contribute to our corporate responsibility in relation to climate change by taking action and limiting the carbon impact of activities within your role and championing this work.
3. To maintain a high standard of cleanliness in all areas of the facility, checking and cleaning on a regular basis. Ensuring correct records are kept of these checks both manually and digitally.
4. Act as a point of contact for customers, dealing with enquiries and minor complaints.



5. Controlling access to pools and to any other facility or equipment.
6. Observe the proper use and safe operation of any pool, activity area or service to the customer.
7. Control behaviour of customers either directly or through any hirer.
8. Understand and follow safety codes of practice, safety instructions and emergency procedures.
9. To attend training sessions and practice NPLQ on a monthly basis, all personal skills in first aid. CPR resuscitation, swimming fitness. Operation of resuscitation and rescues, emergency procedures.
10. To ensure a record of skills and training is outlined in a personal record.
11. To perform rescues and administer to the immediate needs of people in difficulty.
12. To be readily available as a member of a team to provide cover and assistance as volume of usage changes and activities change including Front of House.
13. To provide leadership and supervision of activities.
14. To check, set up, break down and store equipment as necessary within manual handling guidelines.
15. To perform other duties within capabilities as directed including cover for holidays and Sickness and in other areas of the centre when required.
14. To adhere to Health and Safety guidelines.

**Numbers and grades of any staff supervised by the post holder:**

**0**

All staff are expected to abide by the obligations set out in the Information Security Policy, IT Acceptable Use Policy and Code of Conduct in order to uphold Nottingham City Council standards in relation to the creation, management, storage and transmission of information. Information must be treated in confidence and only be used for the purposes for which it has been gathered and should not be shared except where authorised to do so. It must not be used for personal gain or benefit, nor should it be passed on to third parties who might use it in such a way All staff are expected to uphold the City Council obligations in relation to current legislation including the Data Protection Act and Freedom of Information Act.

**This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising**



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officer, the responsibility level of any other duties should not exceed those outlined above.

**Produced by Kirsty Worthington – General Manager**

**Date 22/02/24**



**Job title:**

AREA OF RESPONSIBILITY	REQUIREMENT	MEASUREMENT		
		A	AC	D
<b>Individual Leadership</b>	Takes personal accountability for own development.	✓	✓	
	Drive and motivation, ability to deliver against challenging objectives.	✓	✓	
<b>Change and Innovation</b>	Confidence and ability to put forward ideas for change.		✓	
	Ability to be creative, to be able to identify problems and work to create solutions.	✓	✓	
<b>Collaboration</b>	Evidence of actively working with others to improve collaboration internally and externally.	✓	✓	
	Evidence of working with children, young people and adults	✓	✓	
<b>Equality, Diversity, and Inclusion</b>	An understanding of why it's important to consider equality, diversity, and inclusion in all that we do.	✓	✓	
	Demonstrating personal commitment to the equality, diversity and inclusion challenges faced by our workforce and Nottingham's people.	✓	✓	
<b>Technical Skills and Knowledge</b>				
	Knowledge of a range of sport and leisure activities.	✓	✓	
	Ability to deal with general customer enquiries in a pleasant manner.	✓	✓	
	Ability to set up, break down and store correctly a wide range of equipment	✓	✓	
	Ability to carry out cleaning duties and to maintain a high standard of hygiene and cleanliness.	✓	✓	
	Able to work shifts and flexible hours to cover for the needs of the service.	✓	✓	
	Ability to attend further training			
<b>Qualification Requirements</b>	Hold Current National Pool Lifeguard 9 <sup>th</sup> /10 <sup>th</sup>	✓	✓	✓



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	Hold or be willing to obtain within a 12 week period Swim England or STA Swim Teachers Qualification	✓	✓	✓
<b>A - Application</b>	<b>AC – Assessment Centre</b>	<b>D – Documentary</b>		