

# WE'RE RECRUITING

Join the team at Denbighshire Leisure Ltd







## Leisure Attendant - General

**Job reference:**

**Location:** Various sites across Denbighshire

**Salary:** Grade 3, £9.36 per hour

**Hours:** As advertised

**Contract:** Permanent

**Closing Date:**

**Interview Date:**

### How to apply:

If you are interested in this vacancy, please apply on-line via the website [www.denbighshireleisure.co.uk](http://www.denbighshireleisure.co.uk). For alternative methods of applying please contact Denbighshire County Council Customer Services on 01824 706101.

Denbighshire Leisure Ltd. is a Council owned Trading Company Limited by Guarantee and as such application forms are administered by Denbighshire County Council. Candidates must complete our application form via the website to be considered. We regret that we are unable to reply to all applications. If you have not received a reply within three weeks of the closing date, you must assume that you have not been short listed for interview.

## Letter from the Managing Director

Hi, my name is Jamie Groves, and I am the Managing Director of Denbighshire Leisure Ltd. As you are interested in joining our Company, we thought you would like to know a little bit about us.



This is a truly exciting time to join Denbighshire Leisure Ltd, as we are a new Company with a well-established, passionate and driven team, who all have a culture of high performance and excellent customer service. Our past successes have led us to where we are today, with a reputation for great experiences in all our facilities and a team who thrive on the customer having the best experiences possible.

*'Providing high quality, accessible leisure opportunities which attract high levels of participation and improve the wellbeing of our residents and visitors'*

Our commitment to providing customers with the highest standard of facilities continues year on year, and this rolling programme of investment into our facilities has led to a well-deserved reputation for providing residents and visitors with sport, fitness and leisure facilities that compare with the very best of the private sector. Our seven Leisure Centres offer top class gym equipment and a wide variety of fitness classes. Across the county, we also have six swimming pools, as well as sports halls and outdoor all weather pitches.

For those looking for a fun day out, we have SC2 water park with Ninja TAG in Rhyl, the Nova – our premium visitor destination in Prestatyn, and North Wales Bowls Centre. We also offer fine dining and cocktails in the 1891 Restaurant and Bar in Rhyl or pizza and a drink in the sunshine at the Beach Hut in Prestatyn. For those with an interest in the arts, you might like to pay a visit to Ruthin Craft Centre, the Centre for the Applied Arts with three galleries showing the best in national and international contemporary applied art. Our busy Active Communities team have a wealth of experience in their own sectors, and together they combine their skills to offer a varied programme of high quality, inclusive leisure opportunities. Everyone is committed to providing an excellent service to all our customers, so whether it's hosting a birthday party or helping someone improve their health and fitness, we are happy to help.

Our success is down to our staff, and we have a great team and ethic at Denbighshire Leisure Ltd. We offer a wide range of opportunities for training and career progression, and work hard to ensure our staff are happy in their chosen roles. If you are also passionate about providing excellent service, are friendly and approachable, with a desire to help both colleagues and customers, then you'll fit right in.

We look forward to receiving your application.



## Denbighshire Leisure Ltd.

Denbighshire Leisure Ltd. is committed to Equal Opportunities and its Welsh Language Standards. We welcome applications in the Welsh Language and application forms received in the Welsh Language will not be treated less favourably than an application form submitted in English.

The Denbighshire Leisure team are a well-established, passionate and driven team, with a culture of high performance and excellent customer service. Our past successes have led us to where we are today, with an excellent reputation in all our facilities, and a hard working team who thrive on the customer having the best experiences possible.

We expect our staff to be committed to;

- Providing an excellent standard of service at all times
- Their own self development and the development of our business
- Working flexibly across sites where needed
- Supporting team working, supporting their colleagues and our customers

Our workforce is of utmost importance to us and we are committed to supporting staff to achieve a positive work-life balance. All employees of Denbighshire Leisure Ltd. are entitled to a variety of benefits, including discounted gym membership, personal and professional learning and development opportunities, generous annual leave allowances (with the opportunity to purchase more) and support for applications for career breaks and secondments.

Our People | Our Business | Our Community



## Job Description

**Job Title:** Leisure Attendant - General  
**Grade:** 3  
**Company:** Denbighshire Leisure Ltd.  
**Responsible to:** Duty Officer / Supervisor  
**Job ID Number / Date Issued:**

### Job Purpose:

To assist the Duty Officer in the day to day operation of the Centre, to support the smooth running of the facility by assisting in the preparation and practical deliveries of all activities and services and to act as Head of Shift as and when required.

### Principal Accountabilities and Responsibilities:

- To assist in the day to day delivery of all Centre and recreational activities and services provided within the centre.
- To assist in the preparation, setting up and dismantling of all related sports and events equipment, as dictated by the centre programme.
- To provide relevant support, and advice, coaching and supervision as required by the specific programmes and events.
- To deal with customer enquiries by both telephone and within the reception area. To receive and take customer bookings for specific programmes and events, and to receive and administer cash and/or cheque payments from customers for bookings, admission and goods.
- To deal with customer queries and complaints as appropriate and to provide general information and advice regarding the centres programmes of events and activities.
- To undertake an appropriate range of administrative work, and to act-up as Head of Shift for administering and recording all income and expenditure relevant to that shift.
- To support the Management team in ensuring the safety of all persons on or within the facilities, in accordance with the normal operating procedures and within the context of the 1974 Health & Safety at Work Act.
- To be a nominated key holder for the facility in respect of the centres 24 hour security system, and to provide support and assistance to all staff and management within the system.
- To undertake general maintenance and cleaning duties and any other related duties as directed by the Centre Manager.
- To be flexible, adaptable and willing to work on request at various sites, which could include other leisure centres, facilities or the beach.

### Employment Checks/Specific Requirements

All new starters are required to undergo our standard safer recruitment checks; DBS clearance, 2 satisfactory references covering 3 years employment, evidence of essential qualifications, evidence of Right to Work in the UK.



## **Knowledge, Skills, Training and Experience**

The post-holder should possess a warm and friendly personality and have previous experience of dealing with customers in a service environment. The ability to handle telephone enquiries courteously and efficiently is of vital importance. Whilst not essential the ability to communicate in the Welsh Language is desirable.

Coaching and instructing skills are perceived as a necessary requirement for this post. An appropriate qualification (e.g. GNVQ Leisure and Tourism Level 2 would be considered advantageous. Fitness coaching and sports specific coaching qualifications along with the relevant coaching certificates would be desirable. Post holders must possess a Pool Lifeguard Qualification, and a Fitness Qualification (minimum Level 2), would be advantageous.

Denbighshire Leisure Ltd adopt a Lifeguard Training policy and you will be expected to attend monthly Lifeguard Training at your normal place of work

## **Safeguarding Statement**

Denbighshire Leisure Ltd recognises its obligations to safeguard children and adults together with preventing slavery and human trafficking and will do all in its power to prevent slavery and human trafficking within its business. Modern slavery can take many forms including the trafficking of people, forced labour, servitude and slavery.

Safeguarding is everyone's business and all Denbighshire Leisure employees are required to work in accordance with the organisation's Child / Adult Safeguarding policies and procedures and have a duty to report any concerns which may be noted during the course of their duties and are asked to be alert to the signs of exploitation. Concerns should be raised via their Designated Safeguarding Manager in order that the organisation can take prompt action when exploitation is identified.

## **Context**

The post holder will play a valuable role establishing direct contact with the customer. He/she will support the comprehensive range of services on offer within the facility and will be required to work across a shift basis including unsociable hours. The nature of the current staffing structure may offer the opportunity to act up in a duty officer role on occasions, which will offer an ideal step into a supervisory/management capacity.

When the post holder is required to "act up for only part of the shift, an additional payment will not be paid as it reflected within the scale and salary of the post. However, when the post holder is required to act up as Duty Officer for a full shift, then the appropriate salary will be paid.





# Person Specification

The Person Specification sets out the skills, knowledge and experience that are considered to be necessary to carry out the duties of the post effectively. It will be used in the short-listing and interview process for this post. You should demonstrate on your application form how you meet these criteria as you will only be shortlisted if you meet all of the essential criteria (and desirable criteria where applicable).

**Post title:** Leisure Attendant - General

**Service:** Commercial Leisure

**Grade:** 3

Criteria	Essential	Desirable	Method of Assessment
Education and qualifications	National Pool Lifeguard qualification	Level 2 Fitness qualification / Swimming Teacher qualification or equivalent  Other leisure related qualification i.e. relevant coaching/teaching qualifications	Application form
Relevant experience	Some previous experience of working in a Leisure related field.  Experience of dealing with customers in a service environment.	Some experience of working with people or public	Application form  Interview

Criteria	Essential	Desirable	Method of Assessment
Job related knowledge and skills	Good working knowledge of the role of Leisure Attendant		Application form  Interview
Personal qualities	Good written communication skills  Ability to work on own initiative  Courteous and efficient telephone manner		Application form  Interview
Other requirements	Demonstrate excellent interpersonal skills  Empathy with the Welsh Language and Culture	Ability to communicate through the medium of Welsh	Application form  Interview





**Thank you for your interest.**

For more information please contact Commercial Managers, Ian Olson on [ian.olson@denbighshireleisure.co.uk](mailto:ian.olson@denbighshireleisure.co.uk), 01824 712375 or Steve Baldwin on [steven.baldwin@denbighshireleisure.co.uk](mailto:steven.baldwin@denbighshireleisure.co.uk), 01824 712378



[www.denbighshireleisure.co.uk](http://www.denbighshireleisure.co.uk)



Denbighshire Leisure Ltd

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