Supply Leisure Attendant — TAG

Active

- £8.82 an hour, ad hoc hours (as and when)
- Find the details of the job and what we’re looking for in candidates inside
- You can apply online at www.sc2rhyl.co.uk/job-vacancies
We have a range of opportunities within SC2, including Catering Assistants, Leisure Attendants - Lifeguards and TAG Active.

Our Leisure Attendants - TAG work within the TAG Active zone. They are responsible for ensuring the safety of all customers using the structures, hosting parties as and when they occur, maintaining a clean and safe environment, and any other customer service and safety tasks.

All staff are provided with stylish uniforms and full training is given. All our TAG staff are required to attend some training throughout the year to ensure they are up to date on health and safety, and operational knowledge.

We’re looking for people who are great communicators, who put the customer first, and who are passionate about SC2 and providing a great experience to our customers. If you have the energy and drive to help us achieve our goals then we want to hear from you.

Applying for the role

It is important to us that we have the right people in the right roles, so take a look at the person specification to see which roles best fit your skills and experience. To be shortlisted, your application will need to show how your skills and experience meet the requirements of the role, so please make sure your application form sets this out clearly.

We provide all new team members with a range of training and, once in post, our staff are supported with opportunities to continually develop and advance their careers with us.

Shortlisted candidates may be required to undertake an short task and an interview. We’ll be using these tasks to look out for people who demonstrate their ability and passion to undertake each role to the high standards we set.

Interest applicants should apply online via the website www.sc2rhyl.co.uk. If you have any questions, or require any assistance in applying or undertaking the process, please contact SC2 and speak to one of the team.
SC2 is a brand new visitor attraction based in Rhyl. This multimillion pound attraction features an indoor waterpark, complete with fun features and huge slides, an outdoor splashpad, the first TAG Active adventure zone in Wales, and a range of food and retail outlets.

As the centrepiece of Rhyl's waterfront development programme, SC2 is expected to attract an extra 350,000 visitors per year to the town and will also create an anticipated 65 new jobs.

The latest information about SC2 can be found by visiting www.sc2rhyl.co.uk or by following SC2 on social media via:
- Facebook: SC2 Rhyl
- Instagram: SC2Rhyl
- Twitter: @SC2Rhyl

We look for staff who are passionate about working for us and who have the enthusiasm and customer skills to deliver the very best service. It is important to us that we have the right people in the right roles, so take a look at the person specification to see which roles best fit your skills and experience.
Job Description

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.

Resources/ Equipment/ Material
TAG structures and associated equipment, Information Management System

Supervision/ Management of People
N/A

Employment Checks/ Specific Requirements
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

Special Working Conditions
N/A

Knowledge, Skills, Training & 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. A Pool Lifeguard Qualification and a Fitness Qualification (minimum Level 2) would be advantageous.
Principal Accountabilities and Responsibilities

- Supervision of the play areas to ensure customers are playing safely and adhering to the ‘rules of play.’
- To be responsible for the smooth operational running of all types of parties.
- To act as party host and provide party guests with a first class level of customer service, including but not limited to helping to serve drinks and food, cutting the cake, singing happy birthday, etc.
- To assist in the day to day delivery of all activities and services provided within the centre.
- To assist in the preparation, setting up and dismantling of all related sports, play 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 at 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.
Comprising of eight leisure centres, a theatre, internationally renowned applied arts centre, GP referral programme, coastal leisure offer and the new SC2 water park attraction, Commercial Leisure plays an important factor in promoting the social, health and economic wellbeing of the area, and is critical to the delivery of an improved quality of life for local residents.

The Council also recognises the importance of the continued success of the Commercial Leisure facility portfolio within the wider social and physical regeneration of the County.

Leisure in Denbighshire has been transformed over the last seven years and is now delivering high standards of provision right across the service; offering a new, unique, affordable and commercially sustainable offer, through a highly motivated workforce and facilities that are comparable with the best.

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.

Job Description
## Person Specification

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<thead>
<tr>
<th>1. Education and Qualifications</th>
<th>Essential criteria</th>
<th>Desirable criteria</th>
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<tr>
<td></td>
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<td>National Pool Lifeguard Qualification</td>
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<td>Level 2 Fitness qualification</td>
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<td>Other leisure related qualification i.e. relevant coaching/teaching qualifications</td>
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<th>2. Relevant Experience</th>
<th>Essential criteria</th>
<th>Desirable criteria</th>
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<tr>
<td>Some previous experience of working in a Leisure related field.</td>
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<td>Some experience of working with children</td>
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<td>Experience of dealing with customers in a service environment</td>
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<th>3. Job Related Knowledge and Skills</th>
<th>Essential criteria</th>
<th>Desirable criteria</th>
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<tr>
<td>Coaching and Instructing skills</td>
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<td>Good working knowledge of the role of Leisure Attendant</td>
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<th>4. Personal Qualities</th>
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<td>Good written communication skills</td>
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<td>Ability to work on own initiative</td>
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<td>Courteous and efficient manner</td>
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<td>Positive, enthusiastic and outgoing personality</td>
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<td>Demonstrate excellent interpersonal skills</td>
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<td>Confident and authoritative with the ability to deal with parents, children and staff</td>
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<th>5. Other Requirements</th>
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<th>Desirable criteria</th>
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<td>Empathy with the Welsh Language and Culture</td>
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<td>Fluent in Welsh language</td>
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Thank you for your interest

Denbighshire County Council
Customer Services: 01824 706000
Website: www.denbighshire.gov.uk

Instagram: CyngorSDd_DenbighshireCC
Facebook: Denbighshire County Council
Twitter: @DenbighshireCC

Head Office: County Hall, Wynnstay Road, Ruthin, LL15 1YN