



Role Profile

JANITOR/LEISURE ATTENDANT/POOL LIFEGUARD			
Reference No.	G303.03	Type	Generic
Service	Community Use of Schools		
Job Family	Technical 3	Grade	FC3

Purpose
To undertake duties relating to the security and smooth operation of Community Use facilities and surrounding grounds and to support the operation and delivery of the Community Use programme and activities.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Ensuring that Community Use facilities and grounds are opened at prescribed times to support the operation and delivery of the Community Use programme and activities and that they are secure at the end of the working day.	Experience of working within a leisure environment National Government Body Sports Qualifications COSHH (Health and Safety Qualification)		✓ ✓ ✓
Liaising with facility users and ensuring that the effect of any unexpected alterations to the programme is minimised.	Customer Service skills (Focus on customers – See 'How We work Matters' Framework) Experience of working with the public	✓ ✓	
Ensuring that halls/sports halls/public areas/classrooms/swimming pools are set out/ cleared as required for a range of uses, including the removal and storage of chairs and tables, erecting and dismantling stages, platforms, sports equipment.	Organisational skills (Deliver results) Manual Handling skills Ability to provide a regular and effective service	✓ ✓ ✓	

E = Essential Criteria D = Desirable Criteria

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Carrying out prescribed procedures and responding to incidents in relation to false alarms, fire, flooding, accident or damage and liaising with the appropriate staff, contractors.	Knowledge of Health and Safety	✓	
Patrolling Community Use facilities and associated grounds, monitoring public areas and generally ensuring that security is maintained during hours of opening. This will include operation of a door security and alarm systems, and the use of radio communications.			
Informing the Lead Officer as and when security or safety risks arise. Also take appropriate action where it is deemed safe to do so, including liaison with the police, e.g. in relation to unauthorised entry or vandalism.	Knowledge of Risk Assessment Communication skills	✓ ✓	
Undertaking minor maintenance and repairs in accordance with established building maintenance procedures.	Practical DIY skills		✓
Maintaining facility to ensure clean and tidy both internal and external such as removal of litter, graffiti, cleaning procedures relevant to various elements of centre operations (swimming pools, changing areas, toilets), the removal of body and other emergency spillages are dealt with in accordance with H&S and service procedures. In the event of snow and frost, clearing of pedestrian access within facility use boundaries.	Self-motivated	✓	
Undertaking pool tests and monitoring in accordance with agreed procedures (where there is a swimming pool on site).	Experience/knowledge of pool plant operation		✓
Assisting with other areas of Community Use operation as required. e.g. Reception - dealing with enquiries from members of the public, issuing of sports equipment, checking bookings on the computerised booking system, Café – Stock checks, issue of stock, re-setting of the Café area, Poolside – Assist with the area set-up and dismantle, cleaning the poolside environment.	IT skills (Embrace technology and information)	✓	

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Reporting to offsite duty Lead Officer for clarification on any issues which cannot be dealt with by those on shift.	Communication skills	✓	
Liaising with staff on duty regarding work instruction from Lead Officer including dissemination of information.	Team working skills (Working together)	✓	
Resolution and handling of complaints, comments and compliments and escalating as appropriate.	Customer service/care skills	✓	
	Conflict handling skills	✓	
	Initiative taking skills (Take ownership)	✓	
Ensuring accidents are reported timeously following Health & Safety Service procedures as necessary.	Attention to detail	✓	
Ensuring that daily facility operating procedures (H & S policy, Normal Operating Procedures (NOPs) and Emergency Action Procedures (EAPs)) are implemented.	Knowledge of Fife Council CUS Procedures		✓
Coordinating fire evacuation procedures and liaise with the fire service if required.			
Coordinating facility related issues and incidents in liaison with property or building services or PPP contractors.			
Acting as initial point of contact for child protection incident and reporting.	Experience of maintaining confidentiality		✓
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:

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Pool Lifeguard			
To oversee the general safety and behaviour of both general users and swimming pool users, and to direct their activities to prevent injury or misuse and damage to facilities.	Competent and qualified in all areas of NPLQ	✓	
	Competent and qualified in the application of First Aid	✓	
	Competent in the administration of a Defibrillator		✓
	Observe all pool users and anticipate problems	✓	
	Knowledge of Health and Safety (COSHH and Risk Assessment)		✓

Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required				
Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input type="checkbox"/>
	Basic Disclosure <input type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

Before confirming appointment: you may be required to have a PVG or Disclosure check. Please refer to the job advert for clarification of the specific requirement.

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Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results