

Casual Facility Attendant - Attractions

Salary:	£7.99 per hour for under 25 years of age £8.21 per hour for over 25 year of age
Base:	Total Adrenaline & Sky High Adventure
Working Hours:	Various
Contract:	Casual
Closing date:	Open
Please Quote:	AT105

LOVE WHAT YOU DO. DO WHAT YOU LOVE!

Active Tameside is a registered charity. We're here to inspire people to live well and feel great! We aim to be the 'go-to' organisation to conquer inactivity and improve healthy life expectancy.

We are recruiting Casual Facility Attendants to join our team at the Sky High Adventure, located within Active Medlock and Total Adrenaline, based in Mottram in Longendale.

Sky High Adventure is an exciting new centre situated within Active Medlock and is the only centre of its kind within the North West! Sky High features a range of exciting equipment such as: a soft play area, high ropes, caving and bouldering and clip n climb.

Total Adrenaline, based in Mottram in Longendale is home to three fun zones; Trampoline Zone, Laser Zone and iPlay Zone. There's something suitable for ages, you can jump off the walls, dive from dodgeballs and have a blast at Total Adrenaline!

We are looking for Casual Facility Attendants to assist in maintaining both of these centres. You will ensure all equipment is operating in a safe manner, deliver a high standard of customer service at all times and ensure that the centre is clean and well maintained at all times.

In return we can offer you the opportunity to play a major role in the provision of an excellent service. Ongoing training and development will be provided.

Active Tameside is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and it is expected that all applicants will share this commitment. DBS checks will be carried out on successful candidates subject to post requirement.

What benefits will Active Tameside offer me?

We seek to ensure that Active Tameside is great place to work and that our people are rewarded! All of our people are entitled to an All Inclusive Membership which enables them to access all of our gyms, pools and classes for free! Your partner and children under 16 can swim for free too!

We also offer the Cycle to Work Scheme, Computer and Phone Salary Sacrifice Scheme , kiddivouchers, Christmas Saving Club and a great Pension Scheme with Greater Manchester Pension Fund. Not only that but we are also partnered with BHSF (a not-for-profit organisation) to offer great discounts for your favourite high street stores, offers and much more!

To apply for this position please fill out the form online or alternatively with an application form and return it to HR@activetameside.com or People Services, Active Tameside, Active Ken Ward, Hattersley Road East, Hattersley, Hyde, SK14 3NL. Application forms can be found on www.activetameside.com or email HR@activetameside.com. For help or advice in completing the application form please contact People Services on 0161 366 4814.

Role Profile

Role Title: Facility Attendant - Attractions

Grade: A

Date: June 2016

Responsible to: Assistant Service Manager

Role Purpose:

To form an integral part of the attractions team and to assist in delivering an efficient and effective service in relation to cleaning and supervision of common areas. To contribute towards providing the utmost in terms of customer service and working to do all you are able to ensure customers continue to use services.

Role Accountabilities:

All our roles play a key part in delivering our strategic themes to achieve our goals:

1. Contribute towards achieving a positive culture in delivering our dynamic and life enhancing strategy and outcomes. Build positive and effective relationships with customers, colleagues, partners and key stakeholders.
2. Ensure that the safety and welfare of users of the centre is assured through the knowledge and implementation of Normal Operating Procedures and Emergency Action Plan Procedures and to comply with the Health and Safety at Work Act.
3. To undertake general cleaning, to ensure that all areas including those immediately surrounding the facility are cleaned to the highest standards and maintained in a safe and hygienic condition. Ensuring the facility is prepared and equipment ready for use with customer requirements, ensuring the facilities are secure and safeguarding customer possessions while they are using the facilities.
4. To supervise and control facility users in accordance with the Codes of Safe Working Practice.
5. Be a flexible and proactive team member who inspires improvements and developments in people, performance and processes. To inspire a "best in class" approach in representing our brand internally and externally.
6. Live and breathe the vision and values of Active Tameside in a customer focused way to drive us to be the best that we can be. To lead by example and to be an active role model in delivering our policies and procedures.

Role Requirements:

Our recruitment process will include you demonstrating these requirements from your application form, interview and/or assessment(s):

Knowledge	Experience
<p><i>Membership of CIMSPA</i></p>	<p>Experience dealing with enquiries from customers</p> <p>Understanding of Health and Safety Procedures</p> <p><i>Experience in use of cleaning machinery/techniques</i></p> <p>Excellent customer service skills.</p>
Skills	Values
<p>Good communication skills.</p> <p>Ability to work well on own initiative and within a team.</p>	<ul style="list-style-type: none"> ★ Active - we encourage people to be healthy and active. ★ Champion - we work and adapt so that we can be the best. ★ Together - we are there for people that need our help. ★ Integrity - we are genuine and honest with people. ★ Value - we respect people's opinions and differences. ★ Enthusiasm - we enjoy what we do and act positively.

- **Essential Criteria – in bold**
- *Desirable Criteria – in italics*