

# Casual Facility Attendant

<b>Salary:</b>	<b>£8.07 per hour for under 21years of age £8.36 per hour for 21 - 24years of age £8.91 per hour for over 25years of age</b>
<b>Base:</b>	<b>Across our sites</b>
<b>Working Hours:</b>	<b>Various</b>
<b>Contract:</b>	<b>Casual</b>
<b>Closing date:</b>	<b>Open</b>
<b>Please Quote:</b>	<b>AT111</b>

## helping you to live your best life

Active Tameside is a registered charity. We're here to inspire the people of Tameside into living healthier, happier and more active lives.

We are recruiting Casual Facility Attendants to join our teams across our sites, Active Ashton, Active Copley, Active Hyde, Active Ken Ward, Active iTrain, Active Medlock, Active Oxford Park and Tameside Wellness Centre.

We are looking for Casual Facility Attendants to assist in maintaining our 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.

As a facility attendant you should be confident, assertive and of a responsible nature. You should be outgoing and have a positive can-do attitude who is adaptable to change and works well within a team. You need to have the ability to think quickly, react calmly to situations and show initiative.

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.

To apply for this position please fill out the form online or alternatively with an application form and return it to [HR@activetameside.com](mailto:HR@activetameside.com) or Human Resources, Active Tameside, Active Ken Ward, Hattersley Road East, Hattersley, Hyde, SK14 3NL.

Application forms can be found on [www.activetameside.com](http://www.activetameside.com) or email [HR@activetameside.com](mailto:HR@activetameside.com). For help or advice in completing the application form please contact Human Resources on 0161 366 4814.

## Role Profile

<b>Role Title:</b>	Facility Attendant
<b>Grade:</b>	A
<b>Date:</b>	June 2016
<b>Responsible to:</b>	Assistant Service Manager

### Role Purpose:

To form an integral part of the operations 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 and to prepare facilities and equipment ready for use in accordance with customer requirements.
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><b>Knowledge and understanding of Health and Safety procedures</b></p>	<p><i>Experience dealing with enquiries from customers</i></p> <p><b>Experience of Health and Safety Procedures</b></p> <p><b>Experience of cleaning techniques</b></p> <p><i>Experience in use of cleaning machinery</i></p> <p><b>Excellent customer service skills</b></p>
Skills	Values
<p><b>Effective communication skills and the ability to communicate information to employees and customers</b></p> <p><b>Ability to work well on own initiative and within a team</b></p> <p><b>Excellent organisational and planning skills</b></p> <p><b>Ability to work under pressure</b></p> <p><b>Willingness to work flexibly when required</b></p>	<ul style="list-style-type: none"> <li>★ <b>Active</b> - we encourage people to be healthy and active.</li> <li>★ <b>Champion</b> - we work and adapt so that we can be the best.</li> <li>★ <b>Together</b> - we are there for people that need our help.</li> <li>★ <b>Integrity</b> - we are genuine and honest with people.</li> <li>★ <b>Value</b> - we respect people's opinions and differences.</li> <li>★ <b>Enthusiasm</b> - we enjoy what we do and act positively.</li> </ul>

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

