

committed to helping everyone live their best life

It's quite simple. As part of the Active Tameside team, while you're helping others to live their best life, we'll be helping you to live your best life too.

As an awarding winning and compassionate Charitable Trust we have your health, wellbeing and happiness at heart, offering excellent training, development and career progression, a host of benefits including a local government pension scheme and free Active Premier membership with access to all 7 of our facilities. Membership includes gym, classes, general swim, spa and exclusive Les Mills virtual classes on our app - all worth £34.99 per month.

Help us make a difference. Be part of something special.

Casual Facility Attendant

Salary:	£8.23 per hour for under 21 years of age £8.52 per hour for 21 – 24 years of age £9.08 per hour for over 25 years of age
Location:	Across all sites
Working hours:	Various
Contract type:	Casual
Closing date:	Open
Job Reference:	AT111

how to apply

To apply for this position please fill out the form online or alternatively complete an application form and return it to **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/job-vacancies** or email **HR@activetameside.com**. For help or advice in completing the application form please contact Human Resources on 0161 366 4814.



here for Tameside, not for profit.

Active Tameside is a registered charity which means 100% of our profits go back into ensuring the best possible facilities and services for the Tameside community.

Find out more at activetameside.com/charity



job description

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 profile

Role Title:	Casual Facility Attendant
Grade:	A
Date:	October 2021
Responsible to:	Assistant Service Manager

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.

Requirements:

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

Knowledge

Membership of CIMSPA

Knowledge and understanding of Health and Safety procedures

Skills

Effective communication skills and the ability to communicate information to employees and customers

Ability to work well on own initiative and within a team

Excellent organisational and planning skills

Ability to work under pressure

Willingness to work flexibly when required

Experience

Experience dealing with enquiries from customers

Experience of Health and Safety Procedures

Experience of cleaning techniques

Experience in use of cleaning machinery

Excellent customer service skills

Values

- ★ **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

**our employee
lifecycle**



Hire me

Provide a job role that enables me to utilise my unique talents ensuring individuals are fit for purpose and success.

Develop me

I am supported by managers that will help me develop as an individual to be the best I can be.

Manage my performance

Provide an environment that promotes continuous learning and development. Managers and employees are clear on their mutual expectations and managers provide helpful and constructive feedback.

Engage and motivate me

I am able to participate in decisions that affect me and my team. And concerns I have are dealt with urgently with any issues dealt with sensitively and with emotional intelligence.

Thank me

My time and extra effort are recognised and appropriately rewarded. Leaders and managers show respect for my time.

Wish me farewell

My feedback is appreciated and may enable continued improvements in the workplace for others.