

## committed to helping everyone live their best life

Working for us is much more than just a job. You'll become one of our own, part of our inspiring Active Tameside family, bound together by a strong sense of belonging which only comes from like-minded people, passionate about helping people to live their best lives.

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 £35.99 per month.

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

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### Attractions Facility Attendant

<b>Salary:</b>	£21,902.08 p.a. pro rata for part-time under 21 years of age £24,335.64 p.a. pro rata for part-time 21+ years of age
<b>Location:</b>	Active Medlock
<b>Working hours:</b>	9 hours per week
<b>Contract type:</b>	Permanent
<b>Closing date:</b>	15 <sup>th</sup> February 2026
<b>Interview date:</b>	To be confirmed
<b>Job Reference:</b>	AT214

### 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](http://activetameside.com/charity)



[activetameside.com](http://activetameside.com)

## 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 can ensure customers continue to use services.

## Rota

Week 1		
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		
Saturday	2.00-6.30pm	4.5
Sunday	9.30-2.00pm	4.5
		9

Total = 9

## role profile

<b>Role Title:</b>	Facility Attendant
<b>Grade:</b>	A
<b>Date:</b>	October 2021
<b>Responsible to:</b>	Duty 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**

**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 of Health and Safety Procedures**

### **Experience of cleaning techniques**

*Experience dealing with enquiries from customers.*

*Experience in use of cleaning machinery*

### **Excellent customer service skills**

#### **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.