Shetland Recreational Trust

# Job Description

This job description describes the practical purpose and main elements of the job. It is a guide to the nature and main duties of the job as they exist currently but is not intended as a wholly comprehensive or permanent schedule.

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## 1. Job Details

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|---|---|
| Job Title | Health Suite Attendant |
| Department | Clickimin Leisure Complex |
| Reports to | Complex Manager/ Duty Officers |
| Reporting to Jobholder | No direct reports |
| Salary Banding | SLGLW – F2 |

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## 2. Overall Purpose of the Job

To present and maintain the Health Suite facilities and equipment to high standard and to supervise and assist customers.

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## 3. Job Dimensions

Budgets Controlled: Nil

Contacts: **Internal** – Colleagues within the facility and other SRT departments

**External** – Customers and visitors

## 4. Principal Accountabilities

1. To clean and check the Health Suite equipment and facilities on a daily basis according to the agreed schedules for the area.
2. To operate a computerised booking system to record and monitor customer bookings.
3. To ensure that customers using the Health Suite have made the appropriate payment, that sessions begin and end on time and that maximum numbers within the area are not exceeded.
4. To carry out laundry duties located in the Health Suite.

5. To instruct and advise customers on the safe and effective use of Health Suite equipment including operational use of manual and electric hoists in Hydrotherapy room.
6. To actively market More4Life Subscriptions and other products associated with the Shetland Recreational Trust.
7. To carry out any administrative duties in support of the Health Suite operation.
8. To carry out routine Health Suite plant room and water tests/checks as instructed.
9. To monitor carefully the Hydrotherapy Pool bookings, making sure that the facility is correctly prepared, clean and ready for use.
10. To take part in relevant training courses and development activities as directed by the Shetland Recreational Trust to maintain and improve knowledge and skills required for the role.
11. To assist with the training and induction of other team members.
12. To follow Shetland Recreational Trust's policies and procedures.
13. To carry out similar and appropriate duties as required.

***These key tasks are not intended to be exhaustive, but they highlight a number of major tasks that the post-holder may be reasonably expected to undertake.***

**Person Specification**

**5. Experience / Qualifications**

**Essential**

1. Minimum 3 standard grades at grade 1-3, or equivalent.

**6. Knowledge / Skills / Abilities**

**Essential**

1. Teamwork - work with others co-operatively.
2. Able to verbally communicate information, opinions, ideas or instructions clearly & effectively.
3. Able to understand and complete paperwork associated with the role e.g. exercise programs, accident forms, procedures, daily check sheets etc.
4. Able to set out and move equipment as required.
5. Use ICT effectively to perform a basic range of processing tasks.
6. Maintain an awareness and be committed to equal opportunities.

**Desirable**

7. Awareness of Health & Safety regulations.
8. Sales experience.

## 7. Personal Qualities / Attributes

**Essential**

1. Commitment to providing excellent Customer Service.
2. Keen interest in Health and Fitness.
3. Smart appearance, polite, friendly and helpful to others.
4. Ability to remain calm and work effectively under pressure.
5. Self-motivated and willing to use own initiative.
6. Ability to maintain confidentiality and deal with issues sensitively.
7. Trustworthy, punctual and flexible and adaptable for e.g. hours of work, duties, learning new skills etc.

**Desirable**

8. None.

**Note:**

Every job description in SRT will be subject to a review either:

- on an annual basis at the time of the annual appraisal meeting, or
- as a result of a change in strategic direction, or
- as a result of a team / operational requirements, or
- as a result of agreed performance appraisal needs and objectives, or
- within six months of appointment

In the course of your duties, you may have knowledge of, or access to information that is confidential. It is essential that such information is safeguarded in accordance with the UK Data Protection Act 2018; it should not be published or divulged other than to authorise personnel or used for any unofficial purposes. In cases of doubt about what is confidential or who is authorised, your line manager must be consulted.

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# Guidance Notes for Job Applicants

Thank you for your interest in working for Shetland Recreational Trust. An application form and further details relating to the post are enclosed.

For an effective and fair recruitment process we need accurate information from all applicants. We only seek information that is relevant for each vacancy in accordance with employment law, namely the Equality Act 2010, Data Protection Regulations and the Immigration Act 2016.

Pre-employment checks will be undertaken and any offer of employment will be conditional on the outcome of our vetting procedures.

Some of the checks we make are :

- Checking the right to work in the U.K.
- Disclosure Scotland and Criminal Records/Barring checks
- References
- Proof of qualifications

For more information about Shetland Recreational Trust please visit our website at www.srt.org.uk

**Job Description and Person Specification**
Read the job description carefully and start to think about whether or not you think you can do the job, whether you are interested in it, and why. The person specification is very important. It tells you what we are looking for in terms of skills, knowledge, experience, and personal qualities. This is the most useful document for helping you to complete the application form effectively.

**Application Form**
Refer to the job description and person specification when starting to complete the application form. It may be useful to write out the form in draft to avoid mistakes or repetitions, then write out the actual form.

Make sure that you clearly show how you meet the essential requirements of the person specification and include all the information you wish us to know. You will only be shortlisted for interview if you provide information to show you meet these requirements.

Do not leave any section of the form blank. Write 'none' or 'not applicable' where you have no information to provide. It is advisable to keep a copy of the completed form for your own reference.

**Personal information**
We ask for these basic details so that we can contact you. If we are required to telephone you at your current place of work, this will be done with the utmost discretion.

The information you give will be treated in strict confidence and will be used for this job application only. Personal data is carefully destroyed on conclusion of the recruitment process, unless required for new employee records. All sensitive data is handled in line with current Data Protection Regulations.

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**References**
When choosing your referees please ensure that they are people who know about your skills and capabilities. One of these should be your present or most recent employer, or a teacher if, you have just left education. If you are unable to give two such names, you may choose someone who knows you in a personal capacity and can tell us about your character, personality and honesty. These should only be provided if no other referees are available, should not be related to you, and you should state how you know this person.

**Education/Training**
List all qualifications, including any for which you are awaiting results. We may need to assess whether you meet the required qualifications (if any) for the vacancy. Please include any relevant training.

**Employment**
Clearly show the details requested. When we ask about employment we are equally interested in voluntary work and work experience, either paid or voluntary. Please account for any breaks in employment, for example, as a result of returning to study, travel, unemployment etc.

**Suitability and Experience**
Give more details of your qualities, skills, experience, education and training. Demonstrate to us why you are a suitable candidate. Remember to make sure that you use the person specification and try to illustrate your skills and experience through examples of your achievements.You do not have to fill the whole space provided. Alternatively, you may wish to use additional pages if necessary, although these should not be excessive.

**Special Requirements or Health Checks**
Please tell us of any 'reasonable adjustments' we can make to assist you in your application or with our recruitment process. Please contact Support Services to discuss in confidence.

Depending on the duties of the post, we may require new entrants to complete a medical questionnaire. At interview, we may also ask health-related questions, but only to determine if you can carry out an essential function of the job, e.g. swim, lift sports equipment.

**Criminal Records checks**
If you are successful at interview stage you will be required to obtain either a **Level 1 Disclosure or PVG membership**. The level of disclosure check depends on the job applied for, and whether it is considered Regulated Work or not exempt from the Rehabilitation of Offenders Act 1974 (as amended in 2013). All job offers are therefore conditional at interview stage, and it may take 7 to 14 days for Disclosure or PVG membership details to be confirmed.

**Additional Documentation / Information**

**No Smoking Policy**
The Trust has a policy of working in a smoke free environment, including the use of vapes.

**Declaration**
You are now required to date and sign your application form and return it to;
Finance & Corporate Services, Shetland Recreational Trust, Clickimin Leisure Complex, Lochside, Lerwick. Shetland, ZE1 0PJ. Applicants are reminded that all information contained in the form must be true and correct to the best of their knowledge. Any false information or omissions may lead to summary dismissal.

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# Summary of Particulars of Employment

**The information you give will be treated in strict confidence and will be used for this job application only. Personal data is carefully destroyed on conclusion of the recruitment process, unless required for new employee records. All sensitive data is handled in line with current Data Protection Regulations.**

**Summary for:** **All Job Applicants**

**Place of Work:** You will be allocated a regular place of work however employees may be required to work at an alternative Shetland Recreational Trust venue during their career with us if required

**Hours of Work:** Full time hours are 37 hours exclusive of breaks with working hours as arranged with your manager. Part time hours are offered on a pro rata basis

**Disclosure checks:** You will require a Criminal Records check with Disclosure Scotland; either membership of the Protection of Vulnerable Groups Scheme or Level 1 Disclosure. Employment, if offered, will be subject to satisfactory reports.

**Pay:** Your rate of pay is based on the grade for your job description. Where grades have more than one level, placement is normally at the bottom of the grade. For contracted staff progression takes place annually on the 1st of the month following your 12 month anniversary in post, subject to satisfactory performance.

In addition to basic salary, a distant island allowance is payable at a nationally agreed rate. Part-time Employees' island allowance will be calculated on a pro-rata basis.

**Payment Method:** Paid monthly, by bank transfer in arrears

**Previous Service:** Previous service with a relevant organisation under the Redundancy Payments (Continuity of Employment in Local Government, etc.) (Modification) Order 1999 as amended will be recognised in accordance with that Order.

**Probationary Period:** Your employment is subject to an initial probationary period of six months during which your performance will be monitored. This probationary period may be extended by the Trust at its discretion. At the end of the probationary period, your performance will be evaluated and the Trust will confirm in writing with you its decision regarding your continued employment.

Your employment may be terminated on one week's notice given by the Trust at any time during or at the end of your probationary period (including any extensions to the probationary period).

**Annual Holidays:** The Trust's holiday year runs from 1 January to 31 December.

Employees are entitled to 20 days' paid annual holiday entitlement each year. After 5 years' continuous service with the Trust, the Employee will be entitled to 5 additional annual leave days.
Part-time Employees will accrue annual holiday entitlement on a pro-rata basis.

**Public Holidays:** Employees are entitled to 13 days' public holidays each year. Employees will be informed of the relevant dates at the start of each holiday year.

Part-time Employees' public holiday entitlement will be calculated on a pro-rata basis.

**Sick Pay:** If you are absent from work due to sickness or injury and comply with the requirements of the Trust's absence procedure, you will be paid Statutory Sick Pay in accordance with the provisions of the legislation.

In addition to Statutory Sick Pay, you may also be entitled to receive Trust Sick Pay, provided that all terms and conditions relating to the payment of Trust Sick Pay are adhered to.

**Pension:** Three months after commencement, if you are eligible, you can apply to be enrolled into our Pension Scheme by the Local Government Pension scheme (LGPS). The Trust has opted out of the state pension scheme and a contracting-out certificate is in force.

**Notice:** You are required to give one month's notice to terminate your employment.

**Diversity:** If you have a disability and need assistance in completing your application form, or if you are shortlisted and have special requirements for the interview, please contact us to discuss your needs.

**Other Benefits:** All Shetland Recreational Trust employees can benefit from a corporate staff leisure scheme, offering them discounted access to our facilities and also to classes and activities. Also as an employee of the SRT you are able to access to our free Employee Assistance Programme (EAP), provided by Care First to all employees of SRT.

Please note that this is a summary of Shetland Recreational Trust conditions of employment. If you are successful at interview and offered employment, the specific conditions that apply to you will be detailed in your contract.

Finance & Corporate Services, Clickimin Leisure Complex, Lochside, Lerwick, ZE1 0PJ
Tel: 01595741016