

## [EN]GAGE Fitness Attendant



### Role Description

#### GRADE

Grade 2

#### LOCATION

Sighthill, Edinburgh

#### LINE MANAGER

[EN]GAGE Supervisor

#### Role Summary

Within Property & Facilities, the [EN]GAGE Sports Services contributes to the development, implementation and monitoring of the University's sports facilities and services through the day-to-day management of the University's [EN]GAGE Sports Centre, external contracts and associated fitness and wellbeing programmes. It is vital that all customers experience a first class friendly & professional service from initial enquiry, either by phone, or in person at the [EN]GAGE reception and throughout the facilities

[EN]GAGE fitness attendants contribute to these objectives by providing a customer friendly and responsive service to Sports Centre visitors.

#### Line Management Responsibility for:

This role does not have any line management responsibilities currently.

## Main Duties and Responsibilities

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- To provide a professional, proactive first line of contact, both internally and externally for the Service. Consistently ensuring a customer focused approach and excellent service delivery to all users whilst actively promoting membership and all services offered.
- Liaise with both internal and external customers to ensure all requests made at the point of booking are in place and easily accessible. Ensuring equipment is set out and taken down according to daily schedule.
- Adhere to the duties sheet & procedures to ensure that the gym and communal areas exhibits a high standard of cleanliness, safety and hygiene in line with health and safety requirements.
- Provide tours of the space as required, demonstrating the appropriate and safe use of the equipment available.
- Responsible for identifying, initial action and reporting any maintenance, health & safety issues or breaches of code of conduct to the management team.
- Follow procedures to ensure that highest standard of customer interactions through providing information, support and advice to visitors and enquirers who contact the [EN]GAGE Sports Centre face-to-face, via the telephone or by e-mail. All customer interactions should be delivered In line with customer service excellence guidelines
- Engage with colleagues proactively to support the department to take deliberate steps to enhance the development of processes, procedures and services so that the needs of both internal and external customers are met consistently.
- To work collaboratively as part of the team to ensure customers are at the heart of everything we do, assisting with reception duties on a flexible basis as and when required
- To provide first aid support in line with university first aid and AED policy.
- Participating in the University's My Contribution scheme.
- To undertake any other relevant duties as may be requested by the Sports Centre Management Team.
- Role model the University's values & behaviours.
- Be responsible for ensuring that the information and records processed (received, created, used, stored, destroyed) on behalf of the University are managed in compliance with all applicable legislation, codes and policies e.g. [Data Protection](#), [Information Security](#) and [Records Management](#).

## PERSON SPECIFICATION

ESSENTIAL      DESIRABLE

### Education / Qualifications

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|--|---|---|
| • Educated to standard grade or equivalent, or equivalent demonstrable experience. | ✓ |   |
| • Level 2 Gym Instructor   |   | ✓ |

### Skills / Experience

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|--|---|---|
| • Office/reception/gym experience in a customer focussed environment   |   | ✓ |
| • Experience of working in a sports environment  |   | ✓ |
| • Ability to work within a team  | ✓ |   |
| • Ability to organise and prioritise own workload  | ✓ |   |
| • Excellent customer service skills  | ✓ |   |
| • Good communication and interpersonal skills  | ✓ |   |
| • Reliable, flexible, and adaptable  | ✓ |   |
| • Attention to detail  | ✓ |   |
| • The ability to multi task and prioritise own workload  | ✓ |   |
| • Flexible approach to evening and weekend working and working additional shifts to cover holiday and sickness when required | ✓ |   |
| • First aid qualification  |   | ✓ |