



1. Job title	Turkish Baths Attendant
Service area	Economy and Culture
Service	Culture, tourism and sports
Team	Turkish Baths
Date prepared/ revised by	18/07/2019
Accountable to	Facilities Management Team
Post directly responsible for number of employees	Direct supervision: N/A Indirect supervision: N/A
2. Main purpose	
<p>The overall purpose of this job is to supervise customers throughout the facility to ensure their safety and satisfaction at all times.</p> <p>Turkish Baths Attendants are part of the front line team reporting to the Duty Manager, Assistant Managers and Facility Manager.</p> <p>In carrying out the duties and responsibilities of this job, it is required that staff positively implement all current Council Policies, Regulations and Codes of Practice at all times.</p> <p>Policies with particular relevance to this job are: Health and Safety Policy; Equal Opportunities Policy; Customer Care Policy; Cash Handling Regulations; Normal Operating Procedures; Emergency Action Plan, COSHH</p>	
3. Key contacts	
Internal: Staff, management team	
External: Customers, contractors, product suppliers	
4. Main accountabilities	
Facility operation	
Promotion and development of the facility and services	

5. Standard accountability statements

Health and safety: You are required to comply with Harrogate Borough Council's health and safety policy and to take such steps as are reasonably practicable for your own health and safety and that of your colleagues at work and those affected by our work. You must comply with your safety responsibilities and must co-operate with management in all respects for the full implementation of the council's health and safety policy. Your safety responsibilities are shown on the Safety Responsibility Statement (SRS) for your post.

Equality and diversity: the post holder must adhere to all policies and procedures relating to equality and diversity in the workplace and provision of services.

Learning and personal development: The post holder has a personal responsibility for his or her own learning and development, and will maintain up to date records of achievement and attendance as required. The post holder must undertake the learning and training identified in the job skills matrix, and other relevant training that is identified and agreed with their manager.

Data security: Harrogate Borough Council staff must, at all times, maintain personal responsibility for the safe and secure movement of data within and into and out of the authority.

6. Job activities

Main duties and responsibilities relating to accountabilities identified above
(for each accountability there should be no more than 5 activities)

6.1	Ensure the client's day runs smoothly and deliver excellent customer service to every client.
6.2	Regularly supervise customers in the Turkish Baths with constant vigilance to ensure total safety at all times.
6.3	Advise customers of safety rules in relation to their behaviour, as required.
6.4	As required, take responsibility for the rapid and effective application of trained skills in emergencies.
6.5	Occasionally attend to minor accidents, administer appropriate first aid treatment and make accurate, legible records
6.6	Regularly undertake cleaning tasks based on daily rotas, completing all such tasks to the highest standards at all times.
6.7	Regularly replenish food and drink displays, keeping accurate and legible stock records when required
6.8	Provide customers with opportunities to purchase retail items relating to the Turkish Baths experience.
6.9	Regularly check customer areas, to ensure cleanliness and customer satisfaction.
6.10	Conduct daily, weekly and monthly safety checks to the specified level of detail and accuracy.

6.11	Regular assistance in the setting up/down of the facility at the start and end of sessions
6.12	Attend compulsory monthly in house training sessions covering specialist areas such as PXB board extraction
6.13	Periodically, undertake other duties which staff might reasonably be expected to perform
6.14	Undertake pool testing every 2 hours on a rota basis and report anomalies to the Duty Manager
6.15	Assists the Facility's Management with the management and provision of catering facilities where appropriate, including serving on and liaising with offsite caterers.
6.16	Maintain training in relation to Food & Beverage and will hold a current Basic Food Handling Course where possible.
6.17	Monitors stock levels on items relevant to the Turkish Baths operation, provides re order information to the Facility's Management and replenishes stock as appropriate.
6.18	Supports the management team in the training of new team members.
6.19	Regularly provide accurate and detailed information to customers as requested by the customers or management staff.
6.20	Regularly receive verbal customer comments and ensure accurate records are made including encouragement to complete customer satisfaction surveys.
6.21	With correct training and where required, undertake simple treatments relevant to the Turkish Baths Experience.
6.22	When on duty, staff are expected to wear uniform, be well presented and to perform their duties in a professional and effective manner to ensure that all customers and visitors receive the highest quality service at all times.
6.23	<p>The demands of the service are such that the post holder may be required to work irregular and unsocial hours.</p> <p>The core working hours will be within 8.00 am - 9.30 pm</p> <p>On infrequent specials occasions within 8.00 am - Midnight or later</p>