

JOB DESCRIPTION

Job Title:	Ice Attendant/Ice Steward
Directorate:	Resident Services
Division:	Environment and Streetscene
Business Unit:	Leisure Services
Salary:	Flexible worker, £13.67 per hour
Responsible to:	Ice Manager, Duty Manager, senior supervisor

Main purpose of post

An Ice attendant's key responsibility is the safety of customers on and off the ice and it is their role to monitor the ice for any health and safety issues that may affect the operation of the ice or the safety of staff and customers. Ice attendants are the first point of contact for customers and will need strong communication and social skills.

Key Unit Accountabilities

- Monitor ice for any bumps, holes wet patches and report to management immediately.
- Monitor barrier boards for any damage, holes, exposed nails and report to maintenance and/or management immediately.
- Ensure ice users are respecting the rink rules and skating safely and in an anti-clockwise direction.
- To clear the ice for resurfaces and at the end of public skating sessions.
- To notify management/supervisors of any first aids, injuries, accidents on or around the ice.
- Collect skating aids from customers once rental time has lapsed.
- To prepare and supervise activity areas, to include the safe setting up of coned off areas for lessons.
- To monitor and help maintain a safe and comfortable Ice rink environment.
- Assist customers with enquires in a friendly and effective manner, proactively developing and maintaining high standards of customer care.
- Resolving customers' problems, including situations where there is disagreement over other customer's actions or behaviour.
- Working as part of a team to ensure the smooth operation of the facility.
- Understanding of Standard Operating Procedures and Emergency Action Plans.

- Accurately filling in forms or reports relating to their normal duties.
- Taking occasional responsibility for the induction and development of new members of the ice attendant team.
- Meeting the training and development requirements of the job role.
- Working within the job role description, recognising the standards and professional limitations that this describes and referring to appropriate members of staff for guidance and support

Other

- To administer first Aid as and when required.
- To act in accordance with, and actively promote, Active Lambeth policies and standards.
- To undertake any other duties commensurate with the post's level of responsibility

PERSON SPECIFICATION

<p>It is essential that in your written supporting statement you give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A).</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with a "Tick" (✓) on the person specification when you complete the application form.</p>			Shortlisting Criteria
Key Knowledge	K1	Good understanding of the characteristics and qualities that customers want from an ice rink.	A✓
	K2	Knowledge of Health and Safety legislation and other legislation in relation to Ice operations.	A
	K3	Understanding of Standard Operating Procedures and Emergency Action Plans	
Relevant Experience	E1	Experience of achieving results and making a difference to customers.	A✓
	E2	Experienced and competent skater	
Skills	S1	The ability to deal with customers and their queries and concerns with tact and sensitivity.	
	S2	The ability to work as part of a team.	
	S3	The ability to deliver high quality service with minimal supervision.	
	S4	The ability and skill level required to steward safely and effectively	
Key Behaviours	B1	<p>Focuses on people</p> <ul style="list-style-type: none"> • Lead the provision of a helpful, competent service, sensitive to the needs and aspirations of our diverse communities. • Consider the people who our work affects, internally and externally, when planning and delivering services. • Act with integrity and honesty when dealing with people. • Respect and help to achieve service goals and targets. • Be open, flexible and available; and be approachable and positive for own area of work and other services. 	

	B2	<p>Takes ownership</p> <ul style="list-style-type: none"> • Take responsibility for driving and delivering excellent services in line with performance and finance targets, statutory deadlines and timescales. • Be proactive and take ownership of personal, team and service objectives, identifying problems and spotting and seizing opportunities, taking action as required in order to mitigate risk, and improve practice and performance, in order to drive excellence. • Be flexible, accessible and accountable to senior managers, Members, partners and the community. • Take responsibility for keeping up to date with legislative and policy updates, and best practice, applying these locally to ensure compliance and drive improvement. • Positively engage in one to ones, appraisal processes and team and partnership meetings and activities, and seek opportunities to reflect and improve. 	
	B3	<p>Works collaboratively</p> <ul style="list-style-type: none"> • Build good relationships and work effectively with local partners to achieve positive outcomes. • Manage relationships and partnerships for the long term – sharing information, building trust, constructively and openly tackling conflict and finding win/win solutions. • Work with colleagues and partners to develop policies and approaches to support them. • Actively seek feedback on own performance and that of the wider team. • Share information, best practice and ideas with relevant colleagues, partners, networks and groups, translating these into service improvements to optimise positive results. 	
	B4	<p>Communicates effectively</p> <ul style="list-style-type: none"> • Give clear, accurate and timely guidance and advice on all aspects of Markets and Street Trading to enable informed decision-making and management. 	

		<ul style="list-style-type: none"> • Ensure that all published information and documentation on Markets and Street Trading is concise, accurate, complete, easy to understand, reflects current legislation and meets all relevant deadlines. • Ensure that self and team reflect the Council's overall objectives and aspirations in written communications and documentation and in interaction with partners and colleagues. • Motivate and engage staff, and celebrate success. 	
	B5	<p>Focuses on results</p> <ul style="list-style-type: none"> • Take responsibility for Markets and Street Trading, meeting all relevant deadlines, and ensuring adherence to legislative and organisational timescales. • Take responsibility for meeting income targets through managing and monitoring programmed actions and activity. • Set expectations of standards. • Manage and subscribe to individual and service performance management, taking swift mitigating action where performance falls below target. 	