



SAUNA ATTENDANT JOB DESCRIPTION

Position: Sauna Attendant

Organisation: Bristol Community Sauna CIC (Company No: 15446145).

Responsible to: Operations Managers of Bristol Community Sauna CIC

Hours: Variable, agreed in advance.

Salary: £13.45 per hour

Contract: Freelance (moving to PAYE)

Location: St Anne's House, St Annes, Bristol, BS4 4AB

Bristol Community Sauna

Bristol Community sauna was set up in January 2024 and launched to the public in June 2024. It is an all-electric sauna and cold baths in an urban green space, designed with sustainability, access and inclusion at its core.

Our Mission:

- Providing access to all-electric sauna and cold baths in an urban green space, designed with sustainability, access and inclusion at its core. The community will offer a range of experiences: quiet/social sessions, various temperature options, mixed/single-gender and public/private hires
- To create a community hub, blending various global sauna traditions such as Finnish sauna, banya, hammam, and onsen and creating our own unique culture in the process.
- To engage with and educate the community on the health and wellness benefits associated with regular sauna activity and promote sauna culture

Job Description:

We are looking for a friendly and attentive Sauna Attendant for either a regular shift, or adhoc/cover arrangement.

The Sauna Attendants will be responsible for maintaining the functionality and cleanliness of our sauna facilities, whilst also ensuring a safe and enjoyable experience for our guests. This role requires attention to detail, excellent customer service skills, and the ability to perform various tasks efficiently, and take initiative when needed.



Sauna Attendant Pool

Sauna Attendants will mainly be running the site solo.

We have a fantastic pool of Sauna Attendants who each have regular shifts. While we are open to attendants who require more flexibility in their schedule, this position is for a regular shift. There can occasionally be additional shifts offered on an ad-hoc basis.

Shift Information:

Alternating Saturdays, 14:45 - 20:30.

Other cover shifts available on an adhoc basis.

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Responsibilities:

Creating and managing a safe and welcoming sauna experience:

- Greet guests upon arrival and check them into their sessions, provide assistance when needed and ensure a calm and welcoming atmosphere.
- Managing safety and making sure policy is carried out.
- Providing thorough site inductions to new customers to help them navigate the site.
- Help our guests with understanding sauna etiquette and usage guidelines.
- Monitor activity in the sauna, addressing or raising any concerns / issues promptly, sensitively and courteously.

Sauna Maintenance:

- Controlling the temperature in the sauna to ensure and maintain the target temperature of our sauna.
- Understanding and use of sauna equipment and reporting any maintenance issues that you may find in the saunas.

Cleaning:

- Regular cleaning of saunas in accordance with our sauna cleaning schedules throughout the day, to maintain a hygienic environment for our guests.
- Collecting any left and used towels, swimwear, water bottles, and waste left on site in accordance with established procedures.
- Regular cleaning of the plunges during and between sessions - clearing debris and ensuring guests are aware they need to always shower before plunging.

Site Maintenance:

- Keep the sauna area and surrounding spaces tidy and well organised, including all of the outdoor areas within the site such as reception and changing space.
- Assist with general maintenance tasks.
- Monitoring, testing, and maintaining our cold plunge systems.

Administrative/Communication Duties:

- Liaise with other members of our team where relevant.
- Process payments, and refer any booking issues to our office team.
- Review bookings on our CMS and use this to create a check-in list for guests prior to sessions starting.
- Referring any walk-ins to our website to book on the spot, or process their payment.
- Respond to customer support requests/emails during quiet moments.

Bristol Community Sauna

Requirements

Essential:

- Strong attention to detail and the ability to follow instructions carefully
- Excellent communication and in person customer service skills
- Ability to work effectively independently, and as occasionally part of a team
- A calm, caring, compassionate and reassuring manner with customers

Technical Requirements:

- A right to work in the UK
- Able to meet the physical requirements of the role
- Flexibility to work evenings, weekends

Desirable:

- Valid First Aid at Work Cert
- Previous experience in a similar role preferred but not required
- Knowledge of sauna operations and maintenance preferred but not required

Pre application :

- If you require this job description in another format please contact us on manager@bristolcommunitysauna.org
- View the accessible screen reader document of the job pack on our website.

Application

Apply by email to manager@bristolcommunitysauna.org with an email that contains:

- A 1-page Cover Letter setting out your suitability for the role and ability to meet **each of the Essential Requirements** (and any **Desirable Requirements** you can meet), using any relevant experience to demonstrate this.
- Your availability - what times of the week are you available to work, and start date

If you prefer you can use video/audio as part of your application in place of a cover letter, which can be up to 5 minutes long.

Privacy

We collect and process your personal data as part of our recruitment process in line with our [Privacy Policy](#).

Feedback

We welcome feedback on how we can improve our recruitment processes, you can do this via [this anonymous form here](#).