

## Job Description

Service:	Leisure & Health
Job title:	Leisure Centre Supervisor
Grade:	D
Hours of work:	37 hours per week
Responsible to:	Assistant Manager
Responsible for	
Direct reports:	Up to seven
Indirect reports:	Up to thirty
Budget:	N/A

### **Purpose of Post:**

- The effective day-to-day management and operation of the Centre, specific duties relating to the development of key performance areas, and the management of the staff on duty.
- Manage the day-to-day operations of the centre, including its staff and key performance areas.
- Apply decisions as determined by One Leisure Corporate business objectives.
- Implement the One Leisure corporate business objectives.
- To ensure the efficient operation of the Centre through the provision of quality services to customers, adherence to policies and procedure, and to ensure the wellbeing and development of staff.
- Ensure that the centre is run efficiently and provides quality services to customers, while adhering to policies and procedures and ensuring the wellbeing and development of staff. Maximising the potential of the Centre to ensure its reputation as a high-quality provider of leisure, sport health and wellbeing, and social facilities and activities is maintained.
- Maximise the centre's reputation as a high-quality provider of leisure, sport, health and well-being, and social facilities activities.

## Key Deliverables:

### To Manage

- **Operational:** The effective day-to-day management and operation of the Centre including but not limited to: Responsibility for the security of facilities, Centre presentation and ongoing maintenance, Health & Safety, risk assessment, COSHH regulation, Accident Reporting including RIDDOR, plant operation, water quality testing, stock ordering and rotation, to sign appropriate timesheets and orders within financial and accounting regulations and Centre operating procedures, and staffing levels commensurate with Centre Management Policy. The requirements of 'Safety in Swimming Pools', the RLSS 'National Pool Lifeguard Qualification' and other operating procedures.
- **Personnel:** To effectively coordinate all facility-based staff, including direct supervision whilst on duty, support tasks and workload management, motivation, discipline and development to ensure the efficient and effective operation of the Centre, whilst maintaining excellent levels of customer service that promote and reflect the image of the Centre. Formal management of performance and any disciplinary issues will be escalated to Assistant Managers.
- **Key Performance Areas:** Specific duties relating to the development and management of Key Performance Areas of the core activities delivered as part of the One Leisure service (fitness, classes swim, sports and associated areas) including programming, timetabling and monitoring / review of those core activities.
- **Staffing and Resources:** Manage staffing and other resources against identified budgets and pre-determined targets.

### To Advise:

- And assist in the recruitment of staff and co-ordination of staff patterns and rotas for all staff.
- Assistant Managers of the delivery of staffing and other resources (equipment, supplies and services) required to deliver the service against relevant pre-determined budgets for the financial forecasting and budget planning processes.
- Assistant Managers on staff performance issues to allow relevant performance, training and capability options to be assessed and delivered.

**To Produce**

- Regular Performance Development Reviews against Key Performance Areas agreed with the employee, and compile training records and identification of future training needs.
- And assist in the control and administration of One Leisure revenue budget. Processing financial transactions, issuing receipts for Centre activities, accepting bookings in compliance with HDC Audit regulations.
- Local marketing of the site and the operation of the brands liaising with the Marketing and Promotions Manager and other specialists across the business to include:
  - Co-ordination of internal and external advertising displays.
  - The organisation and development of fitness and aquatics programme, competitions and members socials.
  - Implementation of the annual marketing and promotions schedules.
  - Site promotional material in conjunction with the Marketing and Promotions Manager.
- Monthly performance reports in conjunction with the Assistant Manager and General Manager to identify trends and opportunities in the core delivery activities using analytical and business intelligence tools.

**Additionally:**

Contribute to the One Leisure service of Huntingdonshire District Council and the promotion of a positive image of Huntingdonshire within the Centre’s catchment and beyond.

To be able to work across a number of One Leisure sites to suit the needs of the service.


To undertake any other duties as may be required at any One Leisure site and have means of or access to transportation.

This job description is intended only as a guide to the range of duties involved. The post holder will need to be flexible and adaptable in order to respond to other duties that may be required from time to time and the changes and developments within HDC.

**Knowledge and Qualifications**

- The leisure, fitness, health and wellbeing market and its current trends including industry wide codes of practice. (E)
- Five GCSEs at Grade C or above including Maths and English, or equivalent. (E)
- RLSS NPLQ, or equivalent (E)\*

	<ul style="list-style-type: none"> <li>• First Aid at Work Certificate. (E)*</li> <li>• Pool Plant Operators Certificate. (E)</li> <li>• Coaching / Instructor qualifications. (D)</li> </ul> <p>* If you don't hold these, we can provide training and support to obtain them.</p>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Supervisory experience within a wet and dry leisure facility. (E)</li> <li>• Pool testing (Chlorine &amp; pH levels).</li> <li>• Experience of a local authority leisure facility. (E)</li> <li>• Working with Leisure Centres bookings and member relations management system. (E)</li> </ul>
<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>• Excellent organisational, communication and interpersonal skills. (E)</li> <li>• Excellent Literacy and Numeracy skills. (E)</li> <li>• Excellent customer service skills. (E)</li> <li>• Experience of developing and promoting new and existing activities and services to gain maximum participation of One Leisure facilities. (E)</li> </ul>
<b>Decision Making and Impact on Others</b>	<ul style="list-style-type: none"> <li>• Decisions made could impact on any other service across the Council.</li> <li>• Decisions made could impact across One Leisure.</li> <li>• Decisions made will impact on customers and colleagues on-site.</li> </ul>
<b>Communication with Internal and External Customers</b>	<p>Internally focussed on communicating directly to other leisure staff of decisions and processes to assist in the delivery of fitness, health and wellbeing activities to the customer base.</p> <p>Daily direct non-complex contact with customers on a day-to-day basis with more significant complex contact on a less frequent basis (weekly max / monthly min) to resolve issues and complaints.</p> <p>Weekly contact with Partners, Contractors, Suppliers and other</p>

	<p>external bodies via e-mail, telephone and face to face.</p> <p>The detail of the communication is low to moderate complexity.</p> <p>Where is the focus of this role in their team, other teams or across the council</p> <p>Internal customer contact 50%</p> <p>External customer contact 50%</p>
<p><b>Personal Attributes and Other Requirements</b></p>	<ul style="list-style-type: none"> <li>• Ability to work unsupervised and use own initiative.</li> <li>• Ability to work both individually and as part of a team.</li> <li>• Ability to build relationships with customers, partners and communities.</li> </ul>
<p><b>HDC values</b></p> 	<p><b>Example:</b> The values outlined below reflect our collective positive attitude and how all staff is expected to work together as one team.</p> <p><b>Inspiring:</b> We have genuine pride and passion for public service; doing the best we can for customers.</p> <p><b>Collaborative:</b> We achieve much more by working together, and this allows us to provide the best service for customers.</p> <p><b>Accountable:</b> We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers.</p> <p><b>Respectful:</b> We respect people's differences and are considerate to their needs.</p> <p><b>Enterprising:</b> We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.</p>



## **Safeguarding and promoting the welfare of children and young people/vulnerable adults**

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

- Ability to safeguard and promote the welfare of children and young people/vulnerable adults
- Demonstrates understanding of safeguarding issues
- Appreciates the significance of safeguarding and interprets this accurately for all individual children and young people/vulnerable adults whatever their life circumstances.
- Has a good understanding of the Safeguarding agenda
- Can demonstrate an ability to contribute towards a safe environment
- Is up to date with legislation and current events
- Can demonstrate how s/he has promoted 'best practice'
- Shows a personal commitment to safeguarding children