**Job Role:** Team Leader (3)

**Salary:** Scale 3 SCP 014 – 017

**Competency Band:** 2

**Location:** Across KAL

**Responsible To:**  Site Operations Manager

**Responsible For:** On occasions may be responsible for a variety of front line staff

**Role Description**

To be successful in the role of Team Leader, it is likely that you already have significant experience at supervising buildings and people. Your primary aim is the delivery of excellent customer service, through effective supervision and leadership of all operational staff. You will be expected to ensure the smooth running of the centre’s day to day activities and programme, whilst being responsible for the security, health and safety of the building and everyone in it. You will be expected to be the building key holder for your shifts and should be comfortable in your ability to make correct decisions regarding the running of the centre, in the absence of a manager.

Your role is hugely challenging. It requires pace, energy, resilience and high standards. You will be out and about and visible in the site, constantly checking that our cleaning and safety standards are being upheld by your team. You’ll need to prioritise quickly and be flexible enough to effortlessly move between tasks such as: providing first aid treatments, testing pools, performing checks, giving sales tours, finding cover for rotas, queue busting, cleaning, customer enquiries and cashing up (to name a few.) if it is happening within the building, you take responsibility for it. You will be doing the coordinating and overseeing that makes sure our customers have a truly excellent experience.

**Key Tasks**

* Opening up and closing down the building safely and correctly at the start and end of your shift
* Leading the team to deliver excellent customer service in all aspects of their role and ensuring mentoring and instructing appropriately
* Ensure all KAL Policies and Procedures and legislative requirements are adhered to, particularly those relating to standards, cleanliness and performance of staff
* Support all members of staff with regards development activities and training, relevant to their position
* Support the management team with completion of daily administrative tasks and checks, e.g. cleaning checks, pool plant checks
* Performing first aid and dealing with incidents and accidents in accordance with policy and procedures
* Delivering sales tours and dealing with customer feedback
* Cashing up and counting money, checking for accuracy and procedural adherence

**A Criteria**

* The ability to demonstrate the KAL Values – ONE TEAM, PASSION, EXCELLENCE
* 3 months supervisory/management/acting up experience in leisure, retail or hospitality role
* 12 months experience of working within a customer service environment
* Confidence and experience in dealing with people and giving instructions
* Evidence of ongoing personal development
* Computer literacy
* Health and safety knowledge / qualifications
* Strong administration skills
* L2 Maths and English, or equivalent

**B Criteria**

* KAL Corporate Induction
* KAL Health and Safety certificate
* Level 1 Safeguarding Children Certificate
* *NPLQ certificate (for wet sites)\**
* *First Aid at Work qualification\**
* KAL Internal Welcome to Gym Course
* Basic knowledge and understanding of Fitness Suite Operation
* COSHH assessment training
* KAL Standards training
* Pirana training
* Interact training
* Informal Performance Management training
* Attendance Improvement & Well-being training
* KAL L1 Pool Plant training

\*Must be completed before working on-shift alone

**In addition, we expect that everyone:**

* Complies with all health and safety legislation and any site safety rules imposed by management to ensure the health safety and welfare of yourself and other persons, such as members of the public. All relevant health and safety documentation and training will be provided.
* Acts in accordance with KAL’s Equal Opportunities policy and treats colleagues and customers with dignity at all times, and does not discriminate against, or harass other members of staff or customers, regardless of their status. You should also counteract such practice or behaviour by challenging or reporting it.
* Must commit to, support and work within KAL’s Safeguarding policies and procedures