



Job Description

Job Title: Leisure Centre Supervisor	Job No: A0542
Division: Public Health	Service: Sports Services
Team/Section: Leisure Centre & Facilities	Responsible to: Assistant Manager

Overall Purpose of Role:	
To be responsible for the day-to-day operation of the leisure centre, ensuring the health and safety of staff and customers, and guaranteeing the highest standards of service. This includes the allocation of and supervision of staff to enable the smooth operation of the facility to play a key role in delivering Active Leicester's service values.	
Key Job Activities:	% of Role
Supervision and co-ordination of Leisure Centre Staff: Allocating, monitoring, and supervising the work standards of operational staff and ensuring that staffing levels are appropriate to the programme being run.	20%
Performance of Centre Team: Contributing to the performance management of operational staff. Maintaining visibility on shift to monitor front line service standards and ensure that staff members are motivated and maintain high standards of customer care across the centre.	20%
Centre Performance: Assisting the General Manager and Assistant Manager in implementing and operating procedures, processes, and policy in accordance with instruction and regulation. This includes revenue protection and finance. Assisting the General Manager and Assistant Manager in the delivery of Active Leicester, aquatics, health & fitness and centre operations targets.	20%
Service Delivery and Standards: Ensuring that the leisure centre operates to its planned programme. Ensuring that areas across the leisure centre are clean, safe, well maintained and in good working order. Assisting with the setting up and dismantling of equipment.	20%
Health & Safety: Completing daily monitoring checks of health & safety to support the General Manager and Assistant Manager in ensuring that the leisure centre operates in line with industry guidance and Leicester City Council policy and procedures. Delivering first aid where required and reporting any accident, incidents or occurrences in line with Leicester City Council procedures	15%
Carry out other miscellaneous duties associated with the role	5%

Key Job Outcomes:
To support the General Manager and Assistant Manager transform the leisure centres from their current position to a future position that is affordable and sustainable.
To assist the General Manager and Assistant Manager in the delivery of the Sport Services three year plan.
To work as a role model employee, setting the standards for the service and leading by example in presentation, customer service and professionalism.
To support the General Manager and Assistant Manager in delivering a professional and positive working environment throughout the leisure centre.
To support staff in the induction process, relevant training and any on-going personal development where required.
To interact with front line staff and customers daily to communicate effectively and ensure a good experience for all centre users.
To ensure facilities are effectively staffed and to operate a safe and quality programme for customers.
To undertake responsibilities in health & safety at the facilities, ensuring the centre operates in with policy and procedure.
To ensure the centre performs to the highest possible standard on cleanliness, maintenance, staff presentation and operational standards.
To ensure that any staff performance or conduct issues that arise are dealt with in line with council's policies and procedures.
Able to deal with people professionally at all levels and from a variety of backgrounds.
Able to recognise and deal with discrimination in its many forms and willing to actively put the council's equality policies into practice.
Must follow, implement and promote the council's policies and procedures relating to all areas of employment and service delivery.

Key Contacts	Purpose	Frequency (Daily, Wkly, Mthly, Occasionally).
GENERAL MANAGER /ASSISTANT MANAGER	CONSULT, PLAN	DAILY
FRONTLINE LEISURE CENTRE STAFF	SUPERVISE, COORDINATE	DAILY
LEISURE FACILITIES DEVELOPMENT MANAGER	CONSULT, PLAN	OCCASIONALLY
Is this post classified as "politically restricted", because the post holder is required to advise the council and its committees or communicates with the media on behalf of the council?		No
Is this post subject to exemption from The Rehabilitation of Offenders Act 1974?		No

Person Specification

Please use this person specification to understand what Experience, Knowledge, Skills and Qualifications you will be required to demonstrate for this job with us.

Hints and Tips

MEASURED BY APPLICATION FORM

Examples should be provided on your application form of how you meet each individual criterion, this is what the recruiting manager will use to determine whether you have the required experience and qualifications for this role.

Tip - list each criterion in your application form and provide evidence under each heading.

MEASURED BY TEST

You will be required to undertake a test which will require you to demonstrate some or all these skills - this will usually be in the form of a job-related test. For managerial roles, we will ask you to complete online situational judgement tests and an Occupational Personality Profile (OPQ).

Tip - practice online tests on the SHL website.

MEASURED AT INTERVIEW

The panel will ask you to provide examples of your knowledge, skills and experience at interview.

Tip - prepare by gathering examples you can talk through against each of the criteria, by using the STAR method:

Situation
Task
Action
Result

MEASURED FROM APPLICATION FORM

Experience	Essential (E) / Desirable (D)
Experience and track record of achieving results in a front-line leisure centre role.	E
Previous supervisory experience or ability to supervise in a leisure centre environment or equivalent.	E
Knowledge	Essential (E) / Desirable (D)
Solid knowledge and understanding of how to co-ordinate leisure centre staff to deliver effective centre operations and service delivery.	E
Knowledge of Health and Safety legislation, regulations and other guidance affecting leisure centre operations.	E

MEASURED BY TEST

Skills	Essential (E) / Desirable (D)
Good quality communication skills to deal with customer queries and concerns politely and tactfully.	E
Ability to complete routine centre maintenance and cleaning duties.	E
Organised and able to work under pressure, managing a busy and reactive work schedule through effective prioritisation to ensure delivery of tasks within local timescales and deadlines.	E

MEASURED AT INTERVIEW

Knowledge	Essential (E) / Desirable (D)
Solid knowledge and understanding of how to co-ordinate leisure centre staff to deliver effective centre operations and service delivery.	E
Understanding the monitoring of performance of aquatics, health & fitness, sales and centre operations.	D
Knowledge of Health and Safety legislation, regulations and other guidance affecting leisure centre operations.	E
Understanding the standard operating procedures and emergency action plans.	E
Experience	Essential (E) / Desirable (D)
Experience and track record of achieving results in a frontline leisure centre role.	E
Previous supervisory experience or ability to supervise in a leisure centre environment or equivalent.	E
Skills	Essential (E) / Desirable (D)
Able to work as part of a team, lead by example and motivate a team.	E
Able to supervise and co-ordinate staff resources.	E
Organised and able to work under pressure, managing a busy and reactive work schedule through effective prioritisation to ensure delivery of tasks within local timescales and deadlines.	E

A motivated and dynamic individual with a can-do attitude that works with a results-driven approach. Able to self-manage and have a flexible approach, demonstrating a commitment to Sport Service and the council.	E
High level of interpersonal skills, including ability to gain cooperation of staff, colleagues and partners at all levels and deal effectively, diplomatically, sensitively, and confidentially. Must have a positive attitude to all staff, customers, partners and the public and have a real passion and commitment to customer care.	E
Must satisfy relevant pre-employment checks	E
Good quality communication skills to deal with customer queries and concerns politely and tactfully.	E
Ability to complete routine centre maintenance and cleaning duties.	E
Ability to effectively use a range of I.T software packages including, MS office and front of house operating systems.	E
Other	Essential (E) / Desirable (D)
Must be able to recognise discrimination in its many forms and willing to put the Council's Equality Policies into practice.	E
Willing to work shifts across full centre opening hours which regularly include working early mornings, evenings, weekends and bank holidays. Flexible about providing shift cover where necessary, and willing to be on the emergency call-out list to meet the needs of the service.	E
Willing and able to travel to anywhere in the city for site visits and meetings.	E
Willing and able to train / study / attend courses in new areas / aspects / qualifications relevant to the role.	E

MEASURED BY DOCUMENTARY EVIDENCE

Mandatory Certificates / Registrations / Statutory Qualifications or Statuses	Essential (E)
NPLQ or willingness to obtain this qualification within three months following commencement in post. And willingness to maintain the qualification through the attendance of monthly pool training.	E
PPO (Pool Plant Operations) qualification or willingness to obtain this within three months following commencement in post. And willingness to maintain the qualification at set renewal points.	E
First Aid at Work (FAAW) qualification or willingness to obtain this within three months following commencement in post. And willingness to maintain the qualification at set renewal points.	E

Vision & Values

OUR VISION

Our vision is that we will work with creativity and drive for the benefit of the people that live and work in our city.

OUR VALUES

To achieve this, we have committed to five values: confidence, clarity, respectfulness, fairness and accountability.

If you decide to come to work for us, these values will help you understand your role within the wider organisation, and how the work you do ties in with everyone else's work.

WHAT DOES THIS MEAN?

✓ Confidence means leading by example and focusing on results. This helps raise the standard of our work, as confidence breeds success.
✓ Clarity means ensuring that communications and messages are easy to understand. This makes working between services easier and ensures that members of the public can understand what we do.
✓ Respectfulness is something we take very seriously. It is important that every employee of the council understands how their behaviour affects others.
✓ It is also important that we work in an atmosphere of Fairness . This means we listen to others' opinions and allow everyone to have their say.
✓ Accountability means that everyone in the Council takes responsibility for their own performance. By doing this, we all improve the quality of our own work and the work of the council as a whole.

Leicester City Council will operate with creativity and drive for the benefit of Leicester and its people

Be confident | Be clear | Be respectful | Be fair | Be accountable