



The University of business, practice and the professions

Leisure Supervisor (Development)

Sport and Leisure Services

Student Experience

www.city.ac.uk/

April 2024



Role Profile	
Post:	Leisure Supervisor (Development)
Department:	Sport and Leisure Services
School:	Student and Academic Services
Grade:	5
Tenure:	Permanent
Responsible to:	Operations Manager

Context

Sport and Leisure Services lies within the Student and Academic Services portfolio, providing Sport and Leisure opportunities to Students, Staff, Alumni, and Community Users. Sport and Leisure Services directly or indirectly manages a range of high-quality Sport Facilities and delivers a range of health, fitness, and wellbeing initiatives across the University. Our role is squarely focused on Student Experience and directly supporting the University's Strategic Vision.

Job Purpose

The post holder will supervise and coordinate the day-to-day operations of the recreational areas, changing facilities and communal spaces, ensuring professional quality assurances are adhered to and health and safety standards met. Their prime role will be to supervise a recreation team to organise and coordinate activity/team change overs and implement an organised and safe storage plan to facilitate ease of access and productive space saving ideology. The post holder will also organise and support initiatives and events for university and public cohorts to increase sporting and physical activity levels.

The post holder will also act as "Duty Manager" with responsibility for opening and closing the facility and supervising staff and operations, this will include mornings /evenings, weekends and bank holidays, on a scheduled rota.

Main Responsibilities

Health and Safety

- To ensure the safety of the University facilities and equipment used within the programme.
- Deliver training for all aspects of setting up, striking down all hall and other equipment required for activities.
- Ensure Recreation Team undertake the required health and safety training for their role.
- Insure the safety of all users and be available for first aid as necessary.
- Report all accidents/incidents and possible hazards to the Operations Manager dependent on the severity of the incident.
- Implement and maintain daily health and safety check lists for all programming.
- Ensure all service agreements, certificates and risk assessments relating to the programme are present, correct and updated.

People Management

- Supervise, develop and support the recreation team ensuring regular one to one meetings and team meetings are scheduled.
- Assist in the recruitment, appointment, induction, training and the delivery of all appraisals for the Recreation Team
- Create a working rota pattern for the Recreation Team.
- To supervise and manage staff team when acting as Duty Manager.
- Represent University within local community and university networks.
- Work with University departments, schools, and community to promote sport and wellbeing programmes.
- Assist and implement strategies that maximise user engagement and social impact.

Sports development

- Assist in managing, coordinating and directing all operations within the facility, ensuring that all

- safety, customer and quality standards are met for the University.
- Develop new innovative programme and initiatives for University and local community with support from senior Sport and Leisure staff.
- Monitor and evaluate programme delivery, preparing reports for senior staff.
- Develop and assist with sport and wellbeing events as required.
- Identify community needs and recommend appropriate programmes related to area of assignment.
- Work with the Head of Sport and Leisure on City's relations with local community groups, school and colleges to ensure that CitySport is being a good 'neighbour'. Exploring options for these groups to use the facility when it is not being used by students or the wider membership.
- Contribute to the economical use of space with the senior Sport and Leisure staff and plan maximal usage.
- To lead on promoting community participation through presentations and public events.
- Work alongside the City Students' Union Sport Team in coordinating the delivery of student and social sport.

Administrative Duties

- Maintain University equipment through visual and database inspections.
- Organise all annual maintenance inspections.
- Assist in the purchase of sport facility equipment.
- Ensure the effective and accessible distribution, display and presentation of all Sport and Leisure promotional material within the centre and the University.

Quality Assurance

- Maintain quality assurance of equipment and building through maintenance schedule.
- To be responsible for the delivery/instruction of safe activity preparation for sport and leisure programmes attended by student, staff and local community members
- To open and close CitySport through defined procedures whilst acting as Duty Manager
- Taking responsibility for reception tills during opening and closing of the building
- Issue and reconcile reception tills for front of house
- Follow university policy for refunds
- To conduct all activities within the University's environmental requirements as set out in its Sustainability Policy, in order to minimize individual and departmental impact.

Additional information

- The post holder must at all times carry out their responsibilities with due regard to City, University of London's Equal Opportunities Statement.
- The post holder must accept responsibility for ensuring that the policies and procedures relating to Health and Safety in the workplace are adhered to at all times.
- The post holder must respect the confidentiality of data stored electronically and by other means in line with General Data Protection Regulation 2018 (GDPR) and the Data Protection Act 2018.
- The post holder must carry out their responsibilities with due regard to the non-smoking environment of City, University of London.
- Workplace values
The post holder will be expected to operate in line with City's workplace values which are:
 - We care
 - We learn
 - We act

Sustainable Development

City, University of London is committed to a policy of best practice to assist in building a sustainable way of life by taking a positive, solutions-orientated approach. All post holders are encouraged to contribute through their roles to improving the environment for City and the wider community.

Details of policy, information and staff development supporting the policy on the environment and sustainability can be found at www.city.ac.uk/green-policies.

The above list is not exclusive or exhaustive and the post holder will be required to undertake such duties as may reasonably be expected within the scope and grading of the post. All members of staff are required to be professional, co-operative and flexible in line with the needs of the post, Department, School and City, University of London.

Job descriptions should be regularly reviewed and at least prior to the annual appraisal, if applicable or on a regular basis to ensure they are an accurate representation of the post.

Equality, Diversity and Inclusion Statement (EDI)

City, University of London is committed to promoting equality, diversity and inclusion in all its activities, processes, and culture for our whole community, including staff, students and visitors.

The university will meet its obligations under the Equality Act 2010 in recruitment and seek to eliminate discrimination on the basis of age, caring responsibilities, disability, gender identity, gender reassignment, marital status, nationality, pregnancy, race and ethnic origin, religion and belief, sex, sexual orientation and socio-economic background.

Selection and promotion criteria are kept under review to ensure that individuals are treated on the basis of the job requirements and on their relevant personal merits; and are not disadvantaged by conditions or requirements which cannot be shown to be justifiable. City operates a guaranteed interview scheme for disabled applicants.

Person Specification	
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Criteria	Essential (E) / Desirable (D)	Method of Assessment (Application (A) / Interview (I) Exercise (E))
Qualifications and Knowledge		
NVQ Level 3 and or A'level qualifications	D	A
Sports Coaching Qualification	D	A
First Aid	E	A, I
Awareness of Health and Safety Legislation	E	A, I
Experience		
Substantial experience of recreation programme administration and/or leisure supervision experience, line managing a small team (goal setting; annual review; performance coaching; personal development planning; conflict resolution; mentoring).	E	A, I
Excellent customer service delivery. This is a highly critical customer care role, working with a customer base in an environment where constant face to face interactions form a large part of the job content.	E	A, I
Experience of and an aptitude for organizing meetings and promotional sports events.	E	A, I
Experience designing and implementing programmes and/or events for bespoke (i.e. community, student, etc) populations to increase engagement in sport and/or physical activity.	D	A, I
Experience in health, safety and risk management.	E	A, I
Experience in Event Management.	D	A, I
A passion for sport and physical activity.	E	A
Skills and Abilities		
Knowledge of leisure supervision and an understanding of health, fitness and wellbeing trends	E	A, I
Able to demonstrate commitment to a high standard of customer service.	E	A, I
Well-developed verbal and written communication skills	E	A
Excellent numeracy skills, with a high level of accuracy and attention to detail.	E	A
Excellent listening skills to identify, interpret and analyse potential problems; can empathise with customers whilst always maintaining a professional boundary	E	A
Ability to analyse problems and identify potential solutions	E	A
Effective team working skills.	E	A, I
Excellent project management and organisational skills	E	A, I
To be highly motivated, inspirational and have a flexible approach	E	I
To be generally confident in the use of IT systems; specific competence in the use of MS Office packages, in particular the manipulation of database information and the design of spreadsheets	D	I

Salary and conditions of service

The salient features of Conditions for Clerical and Certain Related Administrative Staff are as follows:

- The salary will be in the range of **£32,982 - £40,521** per annum. This is on **Grade 5** of the salary scales for Clerical and Certain Related Administrative Staff.
- Annual Leave is 30 days, plus 8 statutory and 4 additional days during the Christmas holiday period.
- You will automatically be entered into the London Pension Fund with an option to opt out.
- All offers of appointment are subject to the University receiving satisfactory references and medical clearance.
- All posts at City are subject to reasonable adjustment under the Equalities Act (2010).
- All appointments at City are subject to a probationary period.
- The appointment is terminable by one months' notice on either side.

Further Information

City operates a no smoking policy.

City offers an excellent pension scheme, generous leave allowance, season ticket loan, a good working environment, and access to our student fitness and social facilities.

City confirms its commitment to equal opportunities in all its activities. It is intended that no job applicant or employee will receive less favourable treatment on the grounds of political belief, sex, sexual orientation, disability, marital status, race, nationality, ethnic origin, religion, or social class. Selection and promotion criteria will be kept under review to ensure that individuals are treated on the basis of the job requirements and on their relevant personal merits, and are not disadvantaged by conditions or requirements, which cannot be shown to be justifiable.

If you have a disability and are interested in this post, your application is welcomed. For an informal discussion you may wish to contact the Recruitment Team on:

Telephone: 020 7040 3085
E-mail: recruit@city.ac.uk