



Job Role: Team Leader

Job Family: Case/Operations Worker

Broadland District Council and South Norfolk Council

Purpose

Work as part of a team to ensure the smooth and efficient running of the centre by encouraging maximum participation in the use of facilities.

To act as the key holder and senior staff member for the centre during the absence of the Duty Manager, ensuring the safe operation of the building at all times.

To deliver fitness classes, work in the gym, teach swimming lessons as required. Demonstrating a can do approach to all work related aspects promoting an excellent customer experience.

Key accountabilities

- To take responsibility for the daily running of the centre in the absence of the Duty Manager and Manager.
- Supervise the centre throughout the shift, including undertaking regular checks on all areas of the facility with the aim of ensuring standards are delivered and an excellent customer experience is delivered.
- To ensure at all times that all staff conform to statutory health and safety procedures to maintain high standards for both staff and general public.
- To manage the reception area, assisting where required, to facilitate the smooth running of the centre for staff and those using the facilities. These duties could include; cleaning, setting up for activity bookings, centre tours and reception duties.
- As appropriate, to carry out fitness appointments, teach exercise classes or swimming or activity instructing on shift.
- To assist in staff development to ensure that people are developed to reach their potential and underperformance issues are dealt with effectively.
- To liaise with the manager of the centre and marketing team to promote the centres' facilities and membership options, liaise with schools, private hirers and local user community groups to maximise usage of the centre.
- Represent SNC externally as appropriate, developing relationships to ensure a positive view of the Council and to influence agendas to meet organisational need.

Post holders will work a combination of early, day and late shifts over a seven day period to accommodate the centre's opening hours on a rota basis.

Generic skills, knowledge and experience

- Undertake a **range** of case/field work, sometimes complex and non-routine, in a variety of environments.
- **Responsibility** - work under direction, being responsible for own work
- **Case / field work** duties involving discretion in resolving problems or enquiries.

Role specific skills, knowledge and experience

- At least one of the following qualifications: exercise to music, swim teaching or fitness/coaching (excludes Framingham Earl).
- First Aid Certificate or willingness to undertake IOSH.
- RLSS National Pool Lifeguard qualification (wetside centres only).
- Demonstrable experience of working with the public in a friendly and approachable manner .
- Demonstrable experience leading and working as part of a large and diverse team.
- Demonstrable cash handling and financial experience.
- In depth knowledge of the health and safety policy and procedures that apply to a wet and/or dry side facility including pool water testing.
- Capability to manage and develop staff to ensure the centres business needs are met and development opportunities are available for staff.
- Demonstrates a commercial awareness of the leisure industry
- 71-85% of this role's time will be spend on external communication.

Date: 31 January 2020