

Reports To: Associate Sports Centre Manager

Why	Job Summary <ul style="list-style-type: none">Working with the centre management, the post holder with help to promote, develop and manage the Sports Centre. The post holder will also take responsibility for supervision of sports centre staff; oversight of building operations and Front of House. The post holder will be responsible for opening and closing the facility and must be able to work unsociable hours.The post holder will take responsibility of one of the following areas: Gym and fitness; Vending, marketing, publicity, use of social media; Poolside operations, health and safety	
What	Main Responsibilities <ul style="list-style-type: none">To act as duty manager and undertake the responsibility for the centre as the senior person on siteTo supervise the Reception area during Community Use periods and ensure that all areas are safely supervised with appropriately qualified staffTo assist on the development of the Sports Centre improvement planEnsure the highest levels of customer service are maintained at all timesEffectively deal with customer complaints or queries; aim to reduce or eliminate the escalation of complaintsTo be responsible for the security of the building. To act as a key holder; taking responsibility for opening and closing the centreTo deputise for the Centre Manager in their absence when requiredTo undertake lifeguarding duties on poolsideTo teach swimming lessons and have experience of teaching swimming lessons to both children and adults and have knowledge of the Swim England Learn to Swim FrameworkTo teach classes depending on qualifications as per the Sports Centre requirementsTo conduct safety checks within the Sports Centre as per the guidelines set out in the NOP/EAPTo undertake equipment set up and take downsTo provide instructions for new staff and refresher training as requiredTo monitor stock control measures and replenish stock levels through working with suppliersTo carry out any other reasonable requests that the Sports Centre requires	
How	<u>Competencies</u>	<u>Personal Attributes</u> (level expected when job is conducted to the required standard)
	Framework <i>Seeking to establish the framework and guiding principles; making a positive contribution to the wider life and ethos of the Trust.</i>	Demonstrates the Trust's ethos and adopts high standards of behaviour in their role.
		Motivates others to take responsibility for their own Health & Safety.
		Participate effectively as a member of a team, fostering positive relationships.
		Where appropriate, utilise support staff effectively.
		Efficient and methodical, monitors and attends to detail; checks for errors.
	Development <i>Monitoring, coaching, guiding and supporting teams and individuals, setting examples of desired behaviours.</i>	Undertake appropriate professional development to secure progress in your career
		Developing practice ensures effective professional contribution across the department/academy
	Leading <i>Providing direction to ensure that the resources are available to achieve results in the most effective way.</i>	Developing supervision skills and provides informal leadership / direction
		Consults at the start and as appropriate throughout the activity and within the team
		Willing to accept responsibility for own activities and those of the team
	Task Management <i>Establishing appropriate courses of action for oneself and others to accomplish.</i>	Involved in setting tasks
		Makes short term (daily, weekly) considered plans
		Conscientious in adhering to deadlines and perseveres to achieve project tasks
	Communication <i>Providing direction to ensure that the resources are available to achieve results in the most effective way.</i>	Briefs immediate colleagues well, transferring knowledge as appropriate. Giving other opportunity to ask questions and check understanding
Presents information in a structured and logical way and uses a variety of communication techniques. Taking account of the needs of the audience		
Problem Solving/Decision	Initiates joint decision making within own team	

	Making <i>Able to identify a potential problem, propose and assess solutions and decide upon a course of action.</i>	Knows how to report, record and pass on information	
		Deals with 'task' problems within own team	
Context	Interfaces	Internal/External	Seek opportunities to collaborate with other professionals beyond the Academies and across the Trust.
		English Language Fluency	An ability to converse at ease with all customers and provide accurate advice in order to fulfill all spoken aspects of the role through the medium of spoken English.
		Financial impact/budget	Ensure resources are affordable and available to achieve improvement plans and stated strategic objectives.
	Scope	People (directly/indirectly manage)	Act as a role model, promoting consistently high expectations of behaviour in a professional and courteous manner.
		Travel	You will be required to travel to academies as necessary.
	Education, Qualifications and Experience (EQE)	NPLQ qualified and attend the monthly training sessions Pool Plant Operator qualification or be willing to train for it within 6 months of being employed in this role. Experience of teaching swimming lessons to both children and adults Knowledge of the Swim England Learn to Swim Framework	
	Safeguarding	All adults employed by the Trust are responsible for safeguarding and promoting the welfare of children they are responsible for or come into contact with. As such, all employees will undergo relevant background checks, including a Disclosure and Barring Service (DBS) Enhanced check with Barred List Check, in order to satisfy our statutory obligations.	

Whilst every endeavor has been made to outline all the duties and responsibilities of the post, this document does not specify every item in detail. Where broad headings have been used, all associated duties are naturally included in the job description.