



JOB DESCRIPTION

POST: Supervisor
POST NO:
GRADE: 6
JE REF: A2041
SERVICE UNIT: Leisure Facilities

JOB PURPOSE: To ensure the smooth and efficient day-to-day operation of one of Burnley Leisure's Facilities.

JOB STATUS: Casual Supervisor

RESPONSIBLE TO: Assistant Operations Manager

RESPONSIBLE FOR: All Duty Staff

MAIN DUTIES AND RESPONSIBILITIES:

1. To co-ordinate and control of activities and all Duty Staff.
2. To ensure that all staff operate high levels of customer care at all times.
3. To take the role of "controller" in emergency situations and to ensure that safe working practices and Health and Safety requirements are implemented and maintained at all times.
4. To maintain good relations with the centre users by responding to requests and enquiries in a helpful manner.
5. To ensure that the Centre is properly maintained and repaired and is in a clean condition and property lit etc.
6. To be responsible for the training of staff in correct and safe working practices.
7. To promote and maintain good public relations, dealing with all complaints and grievances from customers.
8. To maintain records of staff holidays and sickness and checking authorisation for leave along with maintaining staff rotas.
9. To ensure that proper financial practices and procedures are maintained and to be responsible collection and reconciliation of cash during shifts.

10. To ensure that all stock rooms and their contents are properly maintained and efficient stock control systems are in operation.
11. To be responsible for the security of the building, safes, alarms etc and hold the appropriate keys.
12. To take responsibility for specific areas of facility management and play a pro-active role in service improvement.
13. To liaise with Assistant Managers in respect of the day-to-day management of other leisure facilities.
14. To attend meetings, as required.
15. To undertake such other duties as may be assigned from time-to-time, commensurate with the grading and particular skills of the post holder.
16. To work at any site operated by Burnley Leisure.

GENERAL RESPONSIBILITIES:

In addition to the main duties and responsibilities identified for this post, every employee has a number of general responsibilities:-

1. To adopt a high standard of customer care at all times. If a customer requires assistance, even if this does not directly relate to your job, you should make every effort to help or find someone who can.
2. To keep the facilities well maintained by picking up litter when you are in public areas and by reporting any faulty equipment or any areas requiring cleaning.
3. To conserve energy by ensuring that the doors are closed and lights are switched off in rooms not in use.

Health & Safety

Line Managers are required to provide a working environment that is safe and without risks to the health, safety and welfare of employees and others who may be affected. This is in accordance with the Health and Safety at Work Act, associated regulations and the Corporate Health and Safety Policy.

FOOTNOTE

This Job Description summarises the major responsibilities of the post. It is not intended to exclude other activities, nor future changes from the post holder's responsibilities.

DBS

Appointment to this post is subject to the receipt of a satisfactory Enhanced Disclosure from the Disclosure & Barring Service.

Equality Act 2010

If you are a disabled applicant or an employee who has become disabled and this will affect your ability to do any of the above duties the Council will consider making some changes it thinks are reasonable.

Examples of changes may include providing equipment, making alterations to the workplace or changing some parts of the Job Description.



PERSON SPECIFICATION

POST: Supervisor

POST NO: LT1627

Selection Criteria:	Essential/ Desirable E/D	Means of Assessment: Application/Interview/Test/ Presentation A/I/T/P
QUALIFICATIONS		
1. NPLQ Qualification	E	A/Production of Certificate
2. A professionally recognised qualification relating to Sport and Recreation Management	D	A/Production of Certificate
3. A recognised Gym Instructor qualification	D	A/Production of Certificate
4. First Aid at Work Certificate	E	A/Production of Certificate
EXPERIENCE		
1. Experience of supervision of staff and public in a relevant leisure facility	E	A/I
2. Experience of working in a Leisure Centre environment	E	A/T
3. Experience of cleaning operations and standards of cleanliness	E	A/I/T
4. Experience of reception work, including computerised till systems	E	A/I
SKILLS		
1. Ability to communicate, verbally and in writing, in a clear and positive way	E	A/I
2. Ability to work unsupervised	E	I/T
3. Ability to manage performance and develop staff to deliver high quality services	E	I
4. Ability to understand and utilise computer based information	D	I

Selection Criteria:	Essential/ Desirable E/D	Means of Assessment: Application/Interview/Test/ Presentation A/I/T/P
KNOWLEDGE		
1. Knowledge of cash handling procedures	E	I/T
2. Knowledge of quality systems such as Quest	D	I
3. Understanding of and commitment to Equal Opportunities	E	I
OTHER		
1. To demonstrate a high level of flexibility in respect of the variation of duties and tasks to be performed	E	I
2. An ability to work evenings and weekends	E	I

April 2022