



## 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 Assistant/Centre Manager, ensuring the safe operation of the building at all times.

Demonstrating a can do approach to all work related aspects promoting an excellent customer experience.

### Key accountabilities

- 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 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 Centre and Assistant Manager in assisting with operational staff management.
- To liaise with the managers 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.

**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

- First Aid Certificate or willingness to undertake IOSH.
- RLSS National Pool Lifeguard qualification or able to obtain.
- NPSQ National Pool Supervisors Qualification or able to obtain
- National Pool Plant Operators Qualification or able to obtain
- Fitness & Supervisory qualification or ability to obtain.
- Demonstrable experience of working with the public in a friendly and approachable manner.
- Demonstrable experience in a leisure/fitness environment at supervisory level, working as part of a large and diverse team.
- 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.
- Demonstrates a commercial awareness of the leisure industry.
- 71-85% of this role's time will be spend on external communication.

Date: April 2021