

Job Description

Job Title	Spaces & Places Operations Assistant
Level	6
Service	Sport & Leisure

Job Purpose

To assist the Sport and Leisure Team Leader and Spaces & Places Officers in the supervision and management of the Citadel Leisure Centre

Date: 18/12/2019



Post Responsibilities:

- Undertake a formal supervisory role in the Citadel Leisure Centre and monitor time-keeping, absence and performance issues of staff and report concerns to the management team
- Undertake a formal supervisory role at other pools as and when required based on the needs of the service
- Undertake life guarding and cleaning duties as and when required
- Ensure that adequate staffing levels are maintained at all times, organise the work of facility staff and undertake supervisory training duties as required
- Assist the Sport and Leisure Team Leader and Facility Operations Officers to ensure all facilities are presented to the highest standard
- Contribute to the development and implementation of strategies and action plans designed to increase and retain members across the facilities
- Take a lead role in the induction of new staff across the service
- Monitor Health and Safety requirements ensuring paperwork is accurate and up to date at all times including the development of risk assessments
- Carry out regular facility inspections, follow up action where required and make recommendations for service improvement
- Ensure relevant tests and any other operational requirements are being carried out routinely and accurately in accordance with Council and National/Legislative requirements
- Direct the team and ensure adherence to relevant policies, procedures, legislation and safe practices
- Administer existing systems and make recommendations to develop new ways of recording and monitoring results.
- Deal with customer complaints including the handling and resolution of complaints either face to face or via the Council's Complaints system and communicate information and advice in a clear, concise and accurate manner
- Monitor reasons for complaints and provide regular feedback to management team
- Liaise with the Facility Operations Officer to monitor the agreed facility budget and ensure compliance with Financial Regulation
- Highlighting any trends with difficulties in the deployment of staff and take appropriate action
- Take part in the recruitment process
- Operate Leisure management systems to enable you to carry out your role effectively
- Act as First Aider as and when required
- Receive fees and issue tickets as and when required
- Carry out duties consistent with the post as may be required by your Line Manager.



Possession of:

- RLSS National Pool Lifeguard Award
- ISRM/CIMSPA Pool Plant Operators Certificate
- Current First Aid
- Ability to travel between locations
- Strong communication skills
- Excellent organisational skills
- ASA Teachers Certificate desirable
- RLSS Trainer Assessor Qualification

Substantiated ability to:

- Ability to work on own initiative and meet deadlines
- Work with multiple computer applications and databases
- Be responsive to the needs and demands of customers
- An ability to motivate self and others within the team
- Meet the standards required under the Values and Behaviours of South Ayrshire Council.

In terms of the Protection of Vulnerable Groups (Scotland) Act 2007, this post is designated as Regulated Work. Consequently, in order to undertake the duties of this post, you must hold Membership of the Protecting Vulnerable Groups (PVG) Scheme.

If you are charged with any offence or are involved in any activity which may have implications for your membership of the PVG Scheme, you must immediately notify your Line Manager.

Applicants must be able to recognise, and report concerns about the wellbeing of children and vulnerable service users and be able to maintain appropriate professional relationships with service users.

