Job Description

Job Title Supervisor - Spaces & Places

Level Grade 2 Level 5

Service Sport & Leisure

Job Purpose

To assist the Spaces & Places Officer and Senior Officer, in the supervision and management of all Sport & Leisure facilities.



Post Responsibilities:

- Undertake a formal supervisory role at substantive admin base;
- Undertake a formal supervisory role at other Sport & Leisure facilities as and when required based on the needs of the service;
- Apply and adhere to Council policies and procedures;
- Ensure personal and team adherence to relevant policies, procedures, legislation and safe practices;
- Direct and supervise the activities of facility staff including forward planning of activities;
- Continually monitor and evaluate practices to ensure quality service provision and service improvement;
- Undertake life guarding and cleaning duties where required;
- Ensure that the building and facilities are prepared for service users;
- Ensure that adequate staffing levels are maintained at all times, organise the work of facility staff and undertake supervisory and training duties as required;
- Complete tests/operations in accordance with Council and National requirements and record/act on the results as required;
- Maintain records and collate service data as required;
- Operate the Oracle system as required;
- Support the Learn to Swim scheme;
- Receive fees and issue tickets as required;
- Act as First Aider;
- Maintain own CPD in regards RLSS qualifications and attend all training where required;
- Deal with members of the public including the handling and resolution of complaints.

Possession of:

- RLSS National Pool Lifeguard Award;
- RLSS Trainer/Assessor Qualification;
- Current/Valid First Aid at Work Certificate;
- Must hold or be willing to achieve the ISRM/CIMSPA Pool Plant Operators Certificate/PALM Swimming Pool Technical Operator Certificate within 6 months of role commencement;
- Excellent written and verbal communication skills;
- Good organisational skills with the ability to manage own workload;
- Ability to meet the standards of performance required under South Ayrshire Council's Competency Framework;
- ASA Teachers Certificate and driving licence all desirable.

Substantiated ability to:

- Work on own initiative but also as part of a team
- 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

Demonstrable experience of:

- Providing excellent customer service in a leisure environment
- A flexible approach to the working environment
- Previous supervisory experience in a leisure environment is desirable
- An awareness of Health & Safety in the workplace desirable

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.

Must be able to travel efficiently and effectively between various locations.