



## Job Description

Service:	Leisure & Health
Job title:	Team Leader
Grade:	Grade C
Hours of work:	37 Hours per week
Responsible to:	Duty Manager
Responsible for	
Direct reports:	0
Indirect reports:	Up to 20
Budget:	Nil

### **Purpose of Post:**

To deliver and implement One Leisure corporate and site-specific systems, procedures and programmes to ensure a quality customer experience and exceptional service.

Including the roles of:

Shift cover:

The effective shift operation of the Centre and day-to-day supervision of all duty staff.

Lifeguard:

To lead the lifeguard team in supervising, controlling and ensuring the safety of customers at all times in the Centre but in particular the swimming pool environment and to provide the highest standards of customer service to all users of the Centre.

## Key Deliverables:

### To Manage:

To effectively supervise all staff whilst on duty, including direct supervision, support tasks and workload management, motivation, discipline and development to ensure the efficient and effective operation of the Centre, whilst maintaining excellent levels of customer care that promote and reflect the image of the Centre.

Maintain and deliver the highest levels of service, safety, cleanliness and maintenance of buildings and plant and security, with particular adherence to risk assessment, Health and Safety, COSHH regulations and staffing levels commensurate with Centre Management Policy, the requirements of 'Safety in Swimming Pools', the RLSS 'National Pool Lifeguard Qualification' and other operating procedures.

Responsibility for the security of facilities, Centre presentation and maintenance, plant operation, water quality testing, stock rotation and ensure normal operating procedures and emergency action plans are implemented as required.

Maintain a high degree of customer care whilst dealing with the public and staff at all times and monitor and maintain the safety and welfare of customers and staff within the Centre and ensure the correct behaviour and use by customers of Centre facilities.

Implement Emergency Action Plans as necessary. This may include evacuations, pool bather rescues and applying first aid.

Supervision and responsibility for the safety of bathers.

To assist in facility and activity changeovers and be familiar with appropriate equipment and procedures and ensure the safe handling, transport and maintenance of One Leisure equipment.

### To Advise:

Through direct supervision of on-duty staff the correct delivery of systems, processes and procedures relevant to specific individual job roles

### To Produce:

Processing financial transactions and cash reconciliation and accepting bookings in compliance with HDC Audit regulations.

### Additional:

Gain fitness, sports coaching and swim teaching qualifications during employment to contribute to the One Leisure fitness, sports and swim programme.



Undertake the instruction of fitness classes, sports coaching and swim teaching as part of the Team Leader role subject to holding appropriate qualifications.

To work shifts to meet the needs of the service that will include early mornings, evenings, weekends, Bank Holidays and split shifts on the same day.

Contribute to the One Leisure service of Huntingdonshire District Council and the promotion of a positive image of Huntingdonshire within the Centre's catchment and beyond.

To be able to work across a number of One Leisure sites to suit the needs of the service.

To undertake any other duties as may reasonably be required at any One Leisure site and have means of or access to transportation.

This job description is intended only as a guide to the range of duties involved. The post holder will need to be flexible and adaptable in order to respond to other duties that may be required from time to time and the changes and developments within HDC.

<p><b>Knowledge and Qualifications</b></p> <p>The minimum knowledge required to undertake this role and any qualifications or training essential for the role</p> <p>(E) Essential (D) Desirable</p>	<ul style="list-style-type: none"> <li>• 5 GCSE's at Grade C or above including Maths and English, or equivalent.</li> <li>• RLSS NPLQ or equivalent</li> <li>• First Aid at Work Certificate.*</li> <li>• Pool Plant Operators Certificate *</li> <li>• Fitness &amp; sports instructor and swim teaching qualifications, or equivalent</li> <li>• Basic hazard and risk assessment principles.</li> </ul> <p>* First Aid at Work and Pool Plant Operators must be gained within 2 months of commencement of post if do not possess at recruitment stage. The post is subject to meeting these criteria.</p>
<p><b>Experience</b></p> <p>Experience the person would need to do the job</p> <p>(E) Essential (D) Desirable</p>	<ul style="list-style-type: none"> <li>• Supervisory experience within a wet and dry leisure facility.</li> <li>• Pool testing (Chlorine &amp; pH levels).</li> <li>• Experience of a local authority leisure facility.</li> </ul>
<p><b>Skills and Abilities</b></p> <p>Specific skills the applicant would need to do the job</p> <p>(E) Essential (D) Desirable</p>	<ul style="list-style-type: none"> <li>• Leadership and management skills.</li> <li>• Excellent organisational, communication and interpersonal skills.</li> <li>• Excellent Literacy and Numeracy skills.</li> <li>• Excellent customer service skills.</li> <li>• Willingness to learn new skills and abilities.</li> </ul>
<p><b>Decision Making and Impact on Others</b></p> <p>What impact the reasons made by the post holder would have on others across the Council</p>	<ul style="list-style-type: none"> <li>• Decisions made could impact on any other service across the Council.</li> <li>• Decisions made could impact across One Leisure.</li> <li>• Decisions made will impact on customers and colleagues on-site.</li> </ul>
<p><b>Communication with Internal and External Customers</b></p> <p>What customers the applicant would be in contact with in the job</p>	<p>Daily direct non-complex contact with customers on a day to day basis with the ability to resolve routine issues and requests</p>

	<p>Internally to communicate directly to other leisure staff of decisions and processes to assist in the delivery of fitness, health and wellbeing activities to the customer base.</p> <p>The detail of the communication is low complexity.</p> <p>Where is the focus of this role in their team, other teams or across the council Internal customer contact 40% External customer contact 60%</p>
<p><b>Personal Attributes and Other Requirements</b></p> <p>In this section please list any other qualities you are looking for from the applicant</p> <p>(E) Essential (D) Desirable</p>	<ul style="list-style-type: none"> <li>• Ability to work unsupervised and use own initiative.</li> <li>• Ability to work both individually and as part of a team.</li> </ul>
<p><b>HDC values</b></p> 	<p>The values outlined below reflect our collective positive attitude and how all staff are expected to work together as one team.</p> <p><b>Inspiring:</b> We have genuine pride and passion for public service; doing the best we can for customers matters to us all.</p> <p><b>Collaborative:</b> We achieve much more by working together, and this allows us to provide the best service for customers.</p> <p><b>Accountable:</b> We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers.</p> <p><b>Respectful:</b> We respect people's differences and are considerate to their needs.</p> <p><b>Enterprising:</b> We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.</p>



## **Safeguarding and promoting the welfare of children and young people/vulnerable adults**

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

- Ability to safeguard and promote the welfare of children and young people/vulnerable adults
- Demonstrates understanding of safeguarding issues
- Appreciates the significance of safeguarding and interprets this accurately for all individual children and young people/vulnerable adults whatever their life circumstances.
- Has a good understanding of the Safeguarding agenda
- Can demonstrate an ability to contribute towards a safe environment
- Is up-to-date with legislation and current events
- Can demonstrate how s/he has promoted 'best practice'
- Shows a personal commitment to safeguarding children