

JOB DESCRIPTION

Evaluation Date	
Grade	9

Job Title:	Climbing Arena Supervisor	Reports to:	Climbing Operations Manager
Department:	Operations	Location:	EICA
Work Pattern:	Full time: shift work including evenings & weekends	Contract Status:	Permanent

BACKGROUND

We want enthusiastic and energetic people who will create a great experience for our customers and share the following values. Edinburgh Leisure **makes a positive difference** by:

welcoming all,
each one of us **caring** about what we do,
being **passionate** about how we do it,
and feeling **proud** of what we achieve

JOB PURPOSE

You are responsible for the day to day supervision of the climbing operations, ensuring the safety of staff & customers. You will lead your team to deliver excellent customer service, responding to the needs of your customers and resolving any issues. You will help grow the business by identifying opportunities for developing our current programmes.

KEY RESULT AREAS

Key Responsibility	Expected time spent (%)
1. Lead and develop the delivery of excellent customer service in the arena by: <ul style="list-style-type: none"> Ensuring activities are delivered according to the venue programme Completing all daily tasks to ensure that your venue is safe, well presented and cleaned to a high standard Demonstrating service and company standards and holding your team accountable to deliver them. Responding to and resolve customer enquiries, complaints and comments – in person where possible – and ensure that any outcomes are shared with colleagues (NPS, customer comment cards, web enquires within the set timeframe). Making recommendations for improvements and implementing new ways of working, systems etc. Monitoring programme performance and share your suggestions for improvement to the arena manager. Ensuring effective use of staff resources, scheduling, allocation of leave etc. 	40%
2. Lead and manage your allocated staff team ensuring that all aspects of the line manager role are undertaken by:	40%

<ul style="list-style-type: none"> • Providing them with appropriate direction, support, guidance and feedback so they can do their jobs well. • Ensuring all new starts receive an effective Welcome & Induction and manage probationary period in line with HR requirements. • Conducting appraisals and quarterly reviews for your team. • Managing staff absences and annual leave requests and ensuring the effective management of shift rotas to allow the building to operate safely. • Ensuring that you and your team complete all mandatory training to maintain competence in their role • Giving support to colleagues helping them to develop in the role 	
<p>3. Ensure Health & Safety compliance in the workplace:</p> <ul style="list-style-type: none"> • Write & Review Risk Assessments & safe systems of work for climbing operations. • Ensure your team are compliant with standards and they are responsible for the safety of all users. • You are required to complete all requisite training for your role some of which is mandatory for compliance purposes or to further your continued professional development (CPD). • Carry out any actions detailed in the H&S action plan. • Ensure daily, weekly & monthly H&S checks are recorded and deal with any issues that arise. • Report service breakdowns, equipment failures and items for repair 	10%
<p>4. Responsible for building security and daily operations:</p> <ul style="list-style-type: none"> • You will be expected to open and close the building as required. • Follow cash handling procedures. • Conduct stock checks & place orders using EL procurement software. • Investigate and report any anomalies for any of the above. 	10%

RESPONSIBILITY FOR RESOURCES	
Responsibility for staff:	Direct reports for Climbing operations
Salary bill for all staff reporting:	n/a
Responsibility for finance and level of financial control:	Ensure that cash handling procedures are adhered to and report and investigate anomalies. Reconcile daily banking, including issuing cash floats to staff and maintaining spare floats.
Responsibility for Physical Resource:	Key-holder and expected to operate as part of the on-call team and called out to respond to alarm calls. Monitor the condition of all equipment, manage stock supplies and place orders.
Responsibility for Data and Information:	Regular access and use of staff, customer and business data. Ensure safe systems of work, COSHH assessments are adhered to and correctly recorded. Complete and record safety checks on equipment.

GUIDELINES AND EXPECTATIONS

Authorities & Limitations
<ul style="list-style-type: none"> • Take responsibility for the day to day running of the climbing operations, you will be expected to make decisions quickly & effectively particularly when dealing with an emergency response or a service breakdown. Safety of our customers is paramount

therefore you will be expected to ensure your staff act immediately if they see any unsafe practices e.g. customers engaging in activities beyond their level of competence.

- Allocate and delegate work and duties to others, using effective decision making to ensure that this is shared equitably and in line with their ability and knowledge.
- Delivery of coaching as and when required.
- Planning the climbing operations schedule effectively.
- Interpret and apply Edinburgh Leisure policies using your technical and procedural knowledge
- Respond to and resolve customer enquiries.
- Share information with colleagues to make best use of resources, ensuring that everyone knows what is expected of them.
- Refer to or escalate any unusual or complex decisions to your Manager.
- Review the delivery of service provided by external suppliers and contractors, provide feedback to your manager where service delivered does not meet required standard
- Report incidents, near misses and unsafe conditions and sources of error promptly.

Communication & Representing the Organisation

This post involves regular communication and contact with a wide range of people. You are expected to actively engage with customers in your venue to identify what they want and deliver the best possible service to meet their needs.

- Working with your colleagues you will share all information in a timely manner so that the venue is prepared for all bookings and events. You will deliver staff briefings so that staff have a full understanding of what's expected, and they can deliver agreed service standards.
- You are expected to be proactive and seek out development opportunities.
- Ensure that all onsite marketing communications are in place to support company wide sales campaigns and motivate your team to achieve sales targets
- Consult with staff and customers to build relationships and ensure you understand the needs of your customers
- Provide feedback in a positive and constructive manner, e.g. to help others to develop themselves in the role, or improve standards of performance
- Influence and persuade others to follow a course of action, giving direction and using coaching skills as required
- Positively contribute and lead during team meetings and staff training
- Ensure all written work is completed accurately and on time.
- Deliver safety briefings
- Ensure that staff records are well maintained, up to date and accurate
- Use computerised systems to capture, analyse and report on data e.g. MRM, Learn 2

Safeguarding Our Customers

Take an active role in the safety of yourself, your team, the facility and customers. Don't interfere with any equipment designed to preserve life. Act to fix or report any potential hazard.

You are expected to understand and fulfil your role (following training) in:

- Edinburgh Leisure's Health and Safety policy
- Edinburgh Leisure's Child Protection policy
- Your venue's Emergency Action Plan (EAP)
- Your venue's Normal Operating Plan (NOP)

Ensure the safety of all users ensuring that participants have the appropriate level of competence to take part in their chosen activity. Take action as required.


Problem Solving
<p>This post requires the ability to problem solve and create possible solutions to issues relating to events and our customer experience.</p> <ul style="list-style-type: none"> • respond to immediate operational problems which arise and implement solutions. e.g. power failure, downtime, double bookings etc. • Work with your team to resolve staff underperformance, non-performance and misconduct issues promptly and in accordance with policies • Manage requests for leave fairly ensuring adequate cover is in place • Respond to customer enquiries • Ensure that all climbing activities are adequately resourced to maintain an effective and consistent service e.g. programme demands, route setting schedule & staffing • Respond to customer bookings through effective staff scheduling to maximise revenue/income.

Impact on Organization
<p>You will ensure delivery of excellent customer service within the facility. Working 'hands on' alongside your colleagues in the wider team you will deliver service standards and lead your team to do the same.</p>

JOB DEMANDS	
Physical	You will be on your feet walking around the facility and expected to be able to access all areas of the climbing walls. You will work as part of the venue team which will include manual handling such as equipment set-up, cleaning, lifting and carrying therefore a good standard of fitness is required. In the arena you will be expected to respond to emergencies which may include wall rescues.
Mental	This role requires alertness and professionalism as you will be expected to respond to all people and situations appropriately. You will respond quickly and effectively throughout your shift and sometimes deal with unplanned situations adapting your working day to meet the needs of the business.
Emotional	This role involves leading a team and you may be required to respond to emergency and potentially traumatic situations.
Environmental	The climbing arena has variable temperatures depending on the time of year.

PERSON SPECIFICATION

Factor	Essential (minimum to do the job)	Desirable (an indication of what a fully competent person will have)
Qualifications and Attainments:	<p>For this role you must be able to demonstrate the following key skills:</p> <p>Experience working in a customer facing role.</p> <p>Climbing Wall Instructor Award</p> <p>Climbing Wall Development Instructor</p> <p>Foundation Coach Training</p>	<p>Further industry qualifications:</p> <ul style="list-style-type: none"> • IOSH/CIMSPA • First Aid • Professional Membership • Higher Climbing qualifications RCDI, MCI, Development Coach • National Pool Plant Operator (NPPO) – (wet sites only) • Vocational qualification in a relevant subject e.g. IRATA, customer service, management, hospitality & events

Knowledge and Experience:	<ul style="list-style-type: none">• Experience of supervising others• Numeracy – able to analyse and interpret numerical data• Literacy – able to read, interpret, understand, analyse and produce short written documents• Computing - able to use MS Office or similar.• Ability to multitask while under pressure and balance conflicting demands• Ability to learn how to use technical systems.• Coordinating rotas, programmes.• Developing / Mentoring coaching staff	For discussion with your Manager as part of your development to enhance your role. <ul style="list-style-type: none">- NGB - trainer-assessor- Customer Retention Tool- Programming- H&S Co-ordinator- Environmental projects- H&F specialist- Occasional Trainer- Staff Representative- Recruitment and Selection			
Additional Requirements e.g. competencies:	 Leadership by Supervisors				
DISCLOSURE/PVG REQUIREMENTS					
This post has been assessed to require a <u>PVG Scheme Record or Scheme Record Update for the post holder, under the following justification:</u> Managing staff doing who are doing regulated work with children and vulnerable adults.					
Work	Work With	What Do / Service	Normal Duties	Exception 1	Exception 2
Yes	Children	Activities	Yes	Supervise, Teach, Instruct	Not incidental