

**HR use only**

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| **Evaluation Date** |  |
| **Grade** |  |

**JOB DESCRIPTION**

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| **Job Title:** | Operations Supervisor | **Reports to:** | Duty Manager/Head of Schools |
| **Department:** | Customer Operations | **Location:** | Varies |
| **Work Pattern:** | Full time: shift work evenings & weekends | **Contract Status:** | Permanent |

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| **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 |

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| **JOB PURPOSE** |
| As a supervisor across a cluster of High Schools, you will be leading and working with your team to deliver an excellent customer experience for all customers. Hours of work will be arranged to suit the needs of the business and will include shift work including evenings and weekends. |

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| **KEY RESULT AREAS** | |
| **Key Responsibility** | **Expected time spent (%)** |
| 1. **Lead and develop the delivery of exceptional customer experience in your venue by:**  * Leading by example every day, demonstrating a pro-active attitude and approach to continual improvement in your venue or service area * Provide a friendly welcome to all customers, and work continuously to ensure that all aspects of work are delivered to standard. * Ensure that your venue is safe, well presented and cleaned to a high standard * Allocate and supervise the completion of daily tasks to ensure the facility is ready to meet the customers’ needs * Respond to and resolve customer enquiries, complaints and comments – in person where possible – and ensure that any outcomes are shared with colleagues * Make recommendations for improvement and implements new ways of working, systems etc. * Contribute to the delivery of your facility’s Service Improvement Plan (SIP) * Ensure effective use of staff resources, scheduling, allocation of leave etc. * Effectively lead your team (s) providing them with appropriate direction, support, guidance and feedback, so they are able to do their jobs  1. **Lead and manage your allocated staff team ensuring that all aspects of the line manager role are undertaken by:**  * Regular team/shift meetings to discuss ongoing performance * Conduct probationary meetings, 1-2-1s, appraisals, return to work interviews * Ensure you and your team attend and maintain relevant and essential training for the role | 60%  40% |

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| **RESPONSIBILITY FOR RESOURCES** | |
| **Responsibility for staff:** | Allocation of facility teams |
| **Salary bill for all staff reporting:** | TBC |
| **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:** | You will be a key-holder and expected to operate as part of the on call team and may be called out to respond to alarm calls.  Monitor the condition of all equipment, take appropriate action to address faults and make recommendations for repair or replacement. |
| **Responsibility for Data and Information:** | Access to customer and business data including MRM e.g. numbers attending classes, coaching programme, activator, customer direct debit information, financial performance.  Ensure safe systems of work, COSHH assessments are adhered to and correctly recorded. Complete and record safety checks on equipment in use such as sports, athletics, pool etc. You will have access to and are responsible for the safe storage of highly confidential information relating to staff. |

**GUIDELINES AND EXPECTATIONS**

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| **Authorities & Limitations** |
| * Allocate and delegate areas of work and duties to others, you should use effective decision making to ensure that this is shared equitably and in line with their ability and knowledge. * Plan your schedule effectively and where responsible the allocation of work to others. * Interpret and apply policy & technical knowledge in accordance with training e.g. the application of HR policies * Take responsibility for the day to day running of your schools, responding to and resolving customer enquiries. * Share information with colleagues to make best use of resources, ensuring that everyone know 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 duty management where service delivered does not meet required standard |

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| **Communication & Representing The Organisation** |
| This post involves regular communication and contact with a wide range of internal and external stakeholders. You are expected to actively engage with customers in your venue(s) to identify what they want and deliver the best possible service to meet their needs.  You will be expected to communicate with customers, staff and partners in a number of different methods:   * Personal communication – Consult with staff and customers to build relationships and ensure you understand the needs of your customers * Providing feedback in a positive and constructive manner, e.g. to help others to develop themselves in the role, or improve standards of performance * Influencing and persuading others to follow a particular course of action, giving direction and using coaching skills as required * Deliver briefings, 1-2-1s and training sessions to staff * Support your team to ensure they are competent and able to deliver their roles effectively * Written communication – e.g. performance reports or updates on events, standards, writing to customers, feedback and key changes * Ensure that staff records are well maintained, up to date and accurate * Compile reports relevant to your roles and responsibilities within your team, for example end of shift reports, performance reports and coaching reports * Complete financial and audit checks, investigate and report any anomalies. * Use of any on-site computerised systems to capture, analyse and report on data. |

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| **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. Take action 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)   You are responsible for the safety of staff and customers on the premises and will:   * + Lead in emergency situations and liaise with emergency services   + complete building and safety checks to ensuring all equipment is maintained and is in good working order, record and monitor faults and progress of repairs/replacement   + Ensure that staff and customer accidents/incidents are recorded and reported correctly according to procedure, take any remedial action required and share the outcome   + Ensure that the venue and your area of work clean, tidy and presentable   + Supervise customer and spectator use of safety critical areas. |
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| **Problem Solving** |
| This post requires the ability to problem solve and create possible solutions to issues relating to events and our customer experience.   * You are expected to 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 * Get to know your customers, including extended lets, clubs, and casual bookings * Manage requests for leave fairly ensuring adequate cover is in place * Respond to customer enquiries and maximise opportunities to convert these enquiries into sales. * Evaluate the effectiveness of extended lets and programmes to ensure they meet required occupancy levels and make recommendations for change when required. |

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| **Impact On Organization** |
| The supervisor ensures the successful delivery of day to day operations within the facility. Working in a ‘hands on’ capacity you will deliver the Service Promise and lead your team to do the same. |

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| **JOB DEMANDS** | |
| **Physical** | You will be expected to be in and around the venue interacting with staff and customers, as such you will be on your feet walking around the facility. You will work regularly as part of the EL school’s team which will include manual handling such as equipment & room set-up, cleaning, lifting and carrying therefore a good standard of fitness is required |
| **Mental** | This role requires alertness and professionalism as you will be expected to respond to all people and situations appropriately. You will need to be able to 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 of staff and working with customers. The vast majority of our staff and customers are happy to be there and a delight to be involved with. There are some people who will be more challenging and you need to be able to deal with more challenging behaviour in a calm and professional manner. You will be involved in and have to deal with emergency situations. |
| **Environmental** | This job is based within school sport facilities with high customer use, and both closed and open plan spaces. Depending on your facility you may also be required to spend time outdoors e.g. 2G or 3G pitches etc. There will be a travel requirement to other EL or school sport facilities for meetings or operations as requested by your manager. |

**PERSON SPECIFICATION**

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| **Factor** | **Essential** (minimum to do the job) | **Desirable** (an indication of what a fully competent person will have) |
| **Qualifications and Attainments:** | For this role you must be able to demonstrate the following key skills:  HNC in a related subject or commensurate experience working in a customer facing role. | Further industry qualifications, perhaps evidenced by:   * IOSHH * First Aid * Professional Membership * National Pool Plant Operator (NPPO) – (wet sites only) * National Pool Lifeguard Qualification (wet sites only) * Climbing qualifications (NICAS) * Vocational qualification in a relevant subject e.g. customer service, management, hospitality & events |
| **Knowledge and Experience:** | * 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 (Word, Excel and Outlook) or similar * Ability to multitask while under pressure and balance conflicting demands * Experience of managing others * Ability to learn how to use technical systems (e.g. Building Management Systems, Point of Sale system, PA systems, 2-way radios, photocopier, phones/switchboards, music systems) | Specialist (for discussion and development plan activity with your Manager to enhance your role)   * Customer Retention Tool * Programming * H&S Co-ordinator * Point of Sale specialist * Events co-ordinator * NPLQ Trainer Assessor * L&D Facilitator * Environmental projects * H&F specialist * Corporate Working Groups * Staff Representative * Welcome Host/Shadow Partner * Recruitment and Selection |

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| **Additional Requirements**  **e.g. competencies:** |  |
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| **DISCLOSURE/PVG REQUIREMENTS** | |
| **This post has been assessed to require a** PVG Scheme Record or Scheme Record Update **for the post holder, under the following justification:**  Managing staff doing who are doing regulated work with children | |

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| Work | Work With | What Do / Service | Normal Duties | Exception 1 | Exception 2 |
| Yes | Children | Activities | Yes | Supervise, Teach, Instruct | Not incidental |

**I have read and understand this job description and I am clear about what is expected of me in this job.**

**Signed ……………………….. Date ………………………….**