



Job Outline: Activ8 Supervisor

Salary Band: 11

1. The Company

Edinburgh Leisure is Edinburgh's biggest provider of Leisure Services, welcoming over 4 million customer visitors a year to our 30 venues across the City. We have a total income of around £25m and as a Not For Profit company, we proudly spend every penny of that on providing and developing our great range of services to make Edinburgh a healthier place.

2. Our Culture

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.

3. The Job

The Activ8 sessions are programmed activities for children and young people with mild to moderate additional support needs.

As Activ8 Supervisor you will be leading and working with your team to ensure the day to day delivery of excellent customer service during the Activ8 sessions. You will be the responsible person for ensuring the safe environment and the effective management of the Activ8 sessions.

4. The Team

- Leisure Manager
- Duty Manager
- Supervisor
- Activ8 Supervisor
- Activ8 Leader
- Gym Instructor
- Receptionist
- Leisure Attendants

- Swim Team

5. **Your Ability** – Key Skills and Qualifications

For this role you must be able to demonstrate the following key skills:

- Numeracy – able to analyse and interpret numerical data
- Literacy – able to read, interpret, understand and produce short written documents
- Computing - able to use MS Office (Word, Excel and Outlook) or similar
- Communication - able to retain and communicate a large amount of information
- Ability to multitask while under pressure and balance conflicting demands
- 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 system, PDQ systems)
- SVQ Level 3 in Childcare (preferred)
- RLSS NPLQ qualification (desirable)

6. **What the job involves**

Full on site training and induction will be given. Once trained, we will expect you to deliver the following:

Delivery of Customer Service

- Provide a welcoming, caring, safe and happy environment
- Plan, provide and evaluate play activities appropriate to the children's age, additional support needs, abilities and interests to encourage all round development of each child
- Ensure high standards of play, care and supervision of children in the Activ8 sessions.
- Set up the areas using available resources to meet the needs of the children attending the session
- Provide physical care as necessary
- Adapt activities, equipment and materials to meet the individual needs of children with differing additional support needs.
- Maintain and update children and carer's personal details in a confidential manner
- Encourage the participation of parents and communicate in a positive and supportive manner in issues associated with the care of their children
- Oversee sports & physical activity sessions with the emphasis being on fun and enjoyment
- Adopt a child centred approach to all Activ8 activities

Leading and Supervising

- Supervise staff in accordance with Human Resources (HR) policies and with support from Duty management team.
- Lead regular team meetings to ensure good communication
- Welcome new staff, ensure they are fully inducted, contribute to their probationary meetings and assist with identifying a development plan for them (if successful)
- Liaise with the DM team to manage annual leave requests fairly and ensure correct cover is in place
- Provide feedback and manage the performance of your team and the delivery of customer service standards
- Use reward and recognition to encourage the delivery of great customer service
- Deal with underperformance, non-performance and misconduct issues promptly and in accordance with policies
- Liaise with the Duty Management team to maintain relevant qualifications and essential training for you and your team; keep training records up to date, monitor ongoing training logs and take any necessary action to ensure competence and compliance
- Contribute to the development of an annual venue training plan and deliver training as required within this plan

Health & Safety

- Take an active role in the duty of care to 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.
- 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)
- As the responsible person in the Activ8 sessions you are in charge of the area and the safety of everyone within and will:
 - Liaise with the Duty Manager in emergency situations .
 - Ensure that safety checks are carried out
 - Ensure that high standards of cleanliness and hygiene are maintained at all times
 - Monitor to ensure that correct numbers are adhered to within the sessions
 - Monitor that everyone is following their safe systems of work, eg manual handling.
 - Ensure that staff and customer accidents/incidents are recorded and reported correctly according to procedure, take any remedial action required and share the outcome

Manage Relationships

- Manage relationships with your customers, both the children and their parents / carers.

- Liaise with other staff in the centre to assist in your planning process
- Manage the delivery of service provided by external suppliers, e.g. service providers.
- Work in partnership with other venues in Edinburgh Leisure

7. Behaviour

The booklet 'Working with Us' outlines the behaviours that we are all expected to demonstrate. The key behaviours that you need to do well in this role are:

Communication:

- Speaks to customers and colleagues in a friendly, welcoming, positive, caring and helpful manner
- Encourages open communication between staff
- Gives clear instructions and makes sure instructions are understood
- Provides instant verbal feedback on performance

Teamwork:

- Motivates their team
- Is visible and approachable to all
- Resolves conflict quickly and effectively
- Gets to know people as individuals and respects their contribution

Problem Solving and Decision Making:

- Deals directly with problems without relying on others to make decisions for them
- Makes timely decisions
- Balances conflicting demands and responds to changes in priorities
- Gathers and analyses all relevant information when problem solving

Development

- Gives regular feedback that is balanced with what has gone well and what has not gone so well
- Makes time available to support others
- Uses Edinburgh Leisure values to lead by example

8. Demands:

Physical Demands:

A reasonable level of personal fitness is required to carry out this role. This role involves walking, standing and some lifting and carrying. You will be expected to be in and around the venue interacting with people, to work as part of the venue team and assist in tasks such as set-up and cleaning.

Mental Demands:

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.

Emotional Demands:

This role involves supervising 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 deal 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 may be involved in and have to deal with emergency and traumatic situations.

Environmental Demands:

This role works with a number of different roles to help deliver a great experience for our customers. The environment can be busy, and there will often be conflicting demands for your time and attention.

9. Disclosure

This post has been assessed to require a PVG Scheme Record or Scheme Record Update for the post holder, under the following justification:

The duties of this post involve regulated work with children as defined in the Protection of Vulnerable Groups (Scotland) Act 2007 Schedule 2, Part 1 and Part 2 (4).

Teaching, instructing, training or supervising children

4 Teaching, instructing, training or supervising children (except teaching, instructing, or training children which is merely incidental to teaching, instructing, or training individuals who are not children).

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