

HR use only

Evaluation Date	10/12/18
Grade	9

JOB DESCRIPTION

Job Title:	Operations Supervisor	Reports to:	Duty Manager/ Manager
Department:	Operations	Location:	
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 operation of your venue, 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.

KEY RESULT AREAS

Key Responsibility	Expected time spent (%)
<p>1. Lead and develop the delivery of excellent customer experience in your venue by:</p> <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. Ensuring effective use of staff resources, scheduling, allocation of leave etc. 	35%
<p>2. Lead and manage your allocated staff team ensuring that all aspects of the line manager role are undertaken by:</p> <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. 	35%

<ul style="list-style-type: none"> Managing staff absences and annual leave requests and ensuring the effective management of shift rotas to allow the building to operate safely. 	
3. Health & Safety Compliance <ul style="list-style-type: none"> Write and review Risk Assessments & safe systems of work and train your team in the use of them and ensure they adhere to them. Carry out any actions detailed in the H&S action plan throughout the year. Ensure daily, weekly & monthly H&S checks are recorded on the iPad and deal with any issues that arise. 	10%
4. Finance <ul style="list-style-type: none"> Follow cash handling procedures and ensure your team do the same. Conduct stock checks & place orders using Tech 1 software. Investigate and report any anomalies for any of the above. 	10%
5. Training and Compliance <ul style="list-style-type: none"> 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). ensure you and your team complete all mandatory training to maintain competence in their role 	10%

RESPONSIBILITY FOR RESOURCES	
Responsibility for staff:	3 -7 direct reports
Salary bill for all staff reporting:	HR to complete
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. Supplies requisitioning
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 in use such as sports, athletics, pool etc.

GUIDELINES AND EXPECTATIONS

Authorities & Limitations
<ul style="list-style-type: none"> 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. Plan your schedule effectively. Interpret and apply Edinburgh Leisure policies using your technical and procedural knowledge Take responsibility for the day to day running of your facility, you will be expected to make decisions quickly & effectively particularly when dealing with an emergency response or a service breakdown. 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.
- Take the lead in emergency situations

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 to identify what they want and deliver the best possible service to meet their needs.

- 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
- Ensure all written work is completed accurately and on time.
- 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, TRP, 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)

Problem Solving

This post requires the ability to problem solve and create possible solutions to issues relating to events and our customer experience.

- 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

Impact on Organization


The supervisor ensures the successful delivery of day to day customer service within the facility. Working in a 'hands on' capacity you will deliver the service promise and lead your team to do the same.

JOB DEMANDS

Physical	You will be on your feet walking around the facility. You will work as part of the venue team which will include manual handling such as equipment & equipment set-up, cleaning, lifting and carrying therefore a good standard of fitness is required
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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	Depending on your facility you may also be required to spend time outdoors.

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>National Pool Lifeguard Qualification (wet sites only)</p>	<p>Further industry qualifications:</p> <ul style="list-style-type: none"> - IOSH/CIMSPA - First Aid - Professional Membership - Climbing qualifications (NICAS)? - National Pool Plant Operator (NPPO) – (wet sites only) - Vocational qualification in a relevant subject e.g. 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. 	<p>For discussion with your Manager as part of your development to enhance your role.</p> <ul style="list-style-type: none"> - Customer Retention Tool - Programming - H&S Co-ordinator - NPLQ Trainer Assessor - Environmental projects - H&F specialist - Occasional Trainer - Staff Representative - Welcome Host/Shadow Partner - Recruitment and Selection
Additional Requirements e.g. competencies:	<p>Wet Venues Only: It is a requirement to re-sit the NPLQ every 2 years. (wet sites only) You must complete a minimum of 2 hours pool lifeguard training per month to meet the requirements of the NPLQ.</p> <div style="display: flex; align-items: center;">  <div style="margin-left: 10px;">Leadership by Supervisors</div> </div>	

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 and vulnerable adults.

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

