



Job Outline: Activator Supervisor

Salary Band: 3

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

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

4. The Team

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

5. Your Ability

- 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)

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, stage and interests to encourage all round development of each child
- Ensure high standards of play, care and supervision of children in the Activator Camps
- Set up Activator 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 enhance inclusion of all children and in particular those with 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 Activator activities
- Liaise with Duty Manager on shift to assist with the effective running of the venue.

Health & Safety

- 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.
- Be responsible for ensuring regular maintenance checks of equipment
- Ensures high standards of cleanliness and hygienic practice at all times
- Responsible for the monitoring of booking systems to maintain correct adult: child ratios

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:

Select the key competencies for the post from the list below. Aim for around 15 key behaviours.

Communication

Gives clear instructions to staff

Conveys sensitive or unwelcome information tactfully and persuasively

Handles confidential information in an appropriate manner

Teamwork

Is visible and approachable to all

Takes responsibility for the achievement of the team goals

Resolves conflict quickly and effectively

Problem Solving & Decision Making

Makes timely decisions

Offers practical solutions to solve problems

Deals directly with problems without relying on others to make decisions for them

Creativity & Innovation

Supports others to adapt quickly to change

Reviews, develops and simplifies procedures to improve the service

Shares best practice with colleagues

Achievement

Monitors to ensure that customer service standards are met

Takes appropriate corrective action when standards are not being met

Deals with issues preventing staff from delivering great customer service

Development

Gives regular feedback that is a balance of what has gone well and what has not gone so well

Helps review team performance

8. Demands

Physical Demands:

This role requires a good level of general fitness and will involve standing, walking, lifting and carrying. You are expected to work as part of the Activator team and this role involves cleaning and equipment set-up, some of which can be heavy. You will be required to participate in games that may be in a swimming pool if the venue allows.

Mental Demands:

This role requires alertness as you are expected to meet and greet all customers to the venue with enthusiasm. You need to be able to respond quickly and effectively in all your duties, being aware of time and the need to complete tasks on schedule. You need to remain alert and ready to respond correctly to any situation.

Emotional Demands:

This role involves working with the public, often as the first point of contact. The vast majority of our customers are happy to be there and are a delight to serve. There are some people who will be more challenging, which you will be required to deal with in a calm and professional manner.

Environmental Demands:

This post works with a number of different roles to help deliver a great experience for our customers. You need to be able to meet the different needs and demands of your customers, this may involve supporting a customer with additional support needs. The environment can be busy and noisy, especially as you may be working with a large group of excitable children!

9. PVG

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