**JOB DESCRIPTION**

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| **Job Title:** | **Supervisor (Contracted - 39 hpw)** |
| **Reporting To:** | Senior Operations Manager |

**Background**

Wave Leisure Trust Limited (Wave) is a Charity and Social Enterprise with a purpose of “Inspiring Active Lifestyles” and a Vision, “To be at the heart of the improvement of health and wellbeing within the Community”.

Formed in 2006, Wave is recognised as an award-winning Trust, managing fifteen leisure facilities and Newhaven Fort along with providing a vast range of activity programmes and outreach initiatives.

Supporting well over one million active customer visits on an annual basis, Wave ensures all surplus revenues generated from activities are reinvested back into the community in the form of facility developments and refurbishments, new programmes of activity or outreach initiatives.

As we emerge from the intense phase of the pandemic our ‘Build Back Better’ Strategy focuses on three key activity areas:

1. **Rebuild**

* The structure of the business focusing on core activities.

1. **Invest**

* To ensure recovery, greater resilience and future sustainability.

1. **Community Health**

* In isolation or in partnership with public health partners to deliver positive health interventions.

**The Post in Context**

We have taken positive steps in developing our site management’s approach to the ‘customer’s journey’. Through investment in facilities, systems and processes we have experienced growth in participation, but it is essential for us to continue to explore new opportunities for investment and partnership, to inspire active lifestyles within our communities.

As the successful candidate you will supervise and undertake all functions involved in the running of the centre, including pool duties, staff breaks, water testing, pool plant, cleaning, reception and administration tasks within given areas of responsibilities, whilst working to meet the business objectives of Wave to ensure long term financial sustainability.

As a Supervisor you will maintain constant surveillance of customers in the facility; acting immediately and appropriately to secure the safety of customers in the event of emergency. When necessary, you will provide emergency care and treatment as required until the arrival of emergency medical services.

**Customer Service**

The priorities of the Supervisors are:

1. To provide a friendly and efficient service to all customers.
2. To pro-actively provide information to promote the Lido to the public at all times.
3. To respond positively to customer enquiries.

**Operations**

* To ensure all operational procedures, checklists and work instructions are carried out to a high standard.
* To ensure the day to day preparation of facilities (equipment and/or areas of use).
* To undertake within the operational demands of the pool, any tasks required from cleaning, reception and administration.
* To undertake the opening and closing of the Lido in accordance with published hours and ensure the facilities are provided for the public in accordance with Health and Safety regulations.
* To ensure a high standard of cleanliness and hygiene at all times throughout the shift.
* To lifeguard and supervise the pool area, assist swimmers in difficulty, undertake any necessary lifesaving first aid as needed.
* To ensure the day to day preparation of the pool facilities for school lessons, swimming lessons, special water activities and private bookings.
* To ensure that recorded checks on chemical levels of the pool water are carried out and report to the Senior Operations Manager/Area Manager/Maintenance Engineer should it fail to meet the required standard.
* To undertake routine checks and maintenance in the Plant Room including backwash of filters.
* To maintain the NPLQ qualification by attending regular training sessions and to attend any training as deemed appropriate by the Senior Operations Manager/Area Manager.

**Administration**

* To assist the Management Team in checking stocks of materials held weekly and order replenishment; control their use and security.
* To check daily the state of the building, plant and equipment and record any repairs needed in the fault logbook.
* To carry out administration tasks and record keeping linked to given areas of responsibilities.
* Whilst on duty, to be responsible for the security of the building and its contents.

**Staffing**

* To arrange adequate pool cover, breaks, rotas of staff, cleaning duties for the shift in accordance with the day’s programmes and events.
* To ensure customer service standards are met and staff are working to their maximum potential.
* To assist with the arranging of cover for staff in advance, taking into account usage, bookings, holiday entitlement and sickness.

**Financial**

* To ensure that financial regulations, including the collecting of cash, are adhered to. Report any discrepancies to the Senior Operations Manager or Area Manager and/or Head of Finance immediately.
* Ensure that booking procedures as set out in general and financial instructions are followed.
* Reconcile daily sales and monies received.
* Check goods received against orders placed and authorise invoices for payment.

**Health and Safety**

* To be responsible for overall health and safety requirements of the Lido, equipment, premises and users during centre opening hours.
* Carry out periodic fire drills to ensure that site employees and coaches are familiar with procedures and that equipment is usable.
* Ensure that First Aid equipment is available and usable.
* To exercise all due care in respect of Health and Safety at Work and carry out the requirements of the Trust’s systems and procedures on Health and Safety.

**Other Duties**

* To carry out other duties as required.
* To adhere to Wave Leisure Trust’s policies and procedures.

I agree to accept this Job Description.

**Name:** ………………………………………………………………………………………………..

**Signed:** ………………………………………………………………………………………………

**Date:** ………………………….………………………………………………………………………

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**PERSON SPECIFICATION – SUPERVISOR**

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|  | **Essential** | **Desirable** |
| **Disposition** | * Customer focused * Driven and Enthusiastic * Passion for providing exceptional service * Can do attitude * Pro-active * Team Player * Interpersonal skills |  |
| **Experience** | * Staff supervision, leading teams to deliver high results and respond to changing priorities. * Cash handling/reconciliation and experience of following financial systems. Able to calculate figures for a wide range of applications. | * Previous experience of working in a Leisure Centre |
| **Qualifications** | * National Pool Lifeguard Qualification (NPLQ) | * Current First Aid Certificate * Pool Plant Operators |
| **Skills** | * Strong interpersonal skills to adapt communications and approach to suit different circumstances * Good organisational skills * Excellent time management | . |
| **Other** | * To be flexible to the changing demands of the business * To be able to follow Wave Leisure Trust Policies and Procedures. |  |