Working at Broadland and South Norfolk District Councils

Job Role: Team Leader

Department: Leisure

Directorate: People & Communities

Purpose:

Work as part of a team to ensure the smooth and efficient running of the centre by encouraging maximum participation in the use of facilities.

To act as the key holder and senior staff member for the centre during the absence of the Manager on Duty, ensuring the safe operation of the building at all times.

To deliver fitness classes, work in the gym, teach swimming lessons as required. Demonstrating a can do approach to all work related aspects promoting an excellent customer experience.

Main duties and responsibilities:

- To take responsibility for the daily running of the centre in the absence of the Manager on Duty and Manager.
- Supervise the centre throughout the shift, including undertaking regular checks on all areas of the facility with the aim of ensuring standards are delivered and an excellent customer experience is delivered.
- To ensure at all times that all staff conform to statutory health and safety procedures to maintain high standards for both staff and general public.
- To manage the reception area, assisting where required, to facilitate the smooth running of the centre for staff and those using the facilities. These duties could include: cleaning, setting up for activity bookings, centre tours and reception duties.
- As appropriate, to carry out fitness appointments, teach exercise classes or swimming or activity instructing on shift.
- To assist in staff development to ensure that people are developed to reach their potential and underperformance issues are dealt with effectively.
- To liaise with the manager of the centre and marketing team to promote the centres' facilities and membership options, liaise with schools, private hirers and local user community groups to maximise usage of the centre.
- Represent SNC externally as appropriate, developing relationships to ensure a positive view of the Council and to influence agendas to meet organisational need.
- 71-85% of this role's time will be spend on external communication.

Post holders will work a combination of early, day and late shifts over a seven-day period to accommodate the centre's opening hours on a rota basis.

Role specific qualifications, experience, skills and abilities

Criteria	Essential or Desirable	
Education and Qualifications		
Pool Plant Operative qualification or willing to undertake.	E	
First Aid at Work Qualification or willing to undertake.	E	
RLSS National Pool Lifeguard Qualification or willing to undertake.	E	
RLSS National Pool Supervisor Qualification or willing to undertake.	E	
At least one of the following qualifications: exercise to music, swim teaching or fitness/coaching (excludes Framingham Earl).		D
Experience and Knowledge		
Demonstrable experience of working with the public in a friendly and approachable manner.	E	
Demonstrable experience leading and working as part of a large and diverse team.	E	
Demonstrable cash handling and financial experience.	E	
In depth knowledge of the health and safety policy and procedures that apply to a wet and/or dry side facility including pool water testing.		D
Skills, Abilities and Competencies		
Capability to manage and develop staff to ensure the centres business needs are met and development opportunities are available for staff.	E	
Demonstrate a commercial awareness of the leisure industry	E	
One Team Values and Behaviours		
Passionate and flexible	E	
Trustworthy and respectful	E	
Customer focused	E	
Collaborative	E	
Big and bold thinker	E	
Entrepreneurial and commercial	E	