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| Post Title | Duty Supervisor |
| Division | Operations |
| Section | Wet/Dry Sites |
| Location | Pools and Sports Facilities |

* Candidate's suitability will be measured by assessment in the following ways;

A – Application: **I** – Interview: **R** – References: **X** - Interview Exercise(s)

| Attributes | Essential | Desirable | Method of Assessment |
|--|------------------|------------------|-----------------------------|
| Experience | | | |
| 1 Experience in a Sport & Leisure environment | | X | A I |
| 2 Awareness of changes occurring within leisure industry | X | | A I |
| 3 Operational knowledge of organisation or equivalent | X | | A I |
| 4 An understanding of good customer care practice | | X | A I |
| 5 Experience in the management and supervision of staff | | X | A I R |
| 6 Experience of working in a customer-oriented environment | | | A I |
| Skills, Abilities and Knowledge [general] | | | |
| 7 A knowledge and understanding of the operations associated with a swimming/leisure environment | | X | A I |
| 8 Good communication skills | X | | A I |
| 9 Good written/numerical skills | | X | A I |
| 10 Be proactive | | X | I |
| 11 Driving Licence/Knowledge and experience of Ice Operations <i>[applicable to Ice Arena only]</i> | | X | A I |
| 12 Able to work with minimum supervision | X | | A I R |
| 13 Able to deal with customers in a helpful and friendly manner | X | | A I |
| 14 Ability to use own initiative to solve day to day problems | X | | I |
| Interpersonal & Social Skills | | | |
| 15 Good communication skills in all formats | X | | I R |
| 16 Enthusiastic | | X | A I R |
| 17 Working in a team environment | X | | I R |
| 18 Confident | | X | I R |
| 19 Requirement to manoeuvre, set-up and dismantle equipment | X | | I |
| 20 Self-motivated | X | | I |
| 21 Show flexibility as required to work shifts including the weekends | X | | I |
| 22 Enjoy working with people of all ages from all sectors of the community | X | | I |

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|--|--|---|---|-----|
| 23 | Career in management | | X | A I |
| 24 | Consideration should be given to transport, as starting and finishing times may be unsuitable for public transport | | X | I |
| 25 | Ability to adapt | X | | I R |
| Education, Qualification & Training | | | | |
| 26 | Current RLSS Pool Lifeguard Qualification Units 1 & 2 [<i>applicable to pools only</i>] | X | | A |
| 27 | ISRM / ILAM Pool Plant Operators Certificate or equivalent [<i>applicable to pools only</i>] | X | | A |
| 28 | PVG Membership for Regulated Work with Children and/or Protected Adults or willingness to obtain prior to a formal offer of employment being made. | X | | A |
| 29 | 3 Day First aid qualification | X | | A |
| 30 | Course modules in ISRM Recreation Operations Certificate or equivalent award [NVQ, HND, HNC] | | X | A |
| 31 | Manual Handling certificate | | X | A |
| 32 | Skate Grinding / Abrasive Wheels Certification [<i>applicable to Ice Arena only</i>] | | X | A |
| 33 | Commitment to continuous personal development | | | A I |
| Other | | | | |
| N/A | | | | |

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| Prepared/Updated by | Keith Gerrard |
| Designation | Director of Operations and Asset Development |
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