

Post Title	Duty Supervisor
Division	Community Leisure Operations
Section	Operational Facilities
Location	Citywide

Responsible to	Assistant Manager, Operations Manager
Responsible for	Any immediate reports, inc. students on placement and volunteers

Job Purpose

- 1 To provide supervision and support to staff and users.
- 2 To assist the Operations Manager & Assistant Manager in the efficient and safe operation of the facility.

General Responsibilities

- 3 Ensure the effective management and utilisation of the financial resources, in line with the Company's financial regulations and the key funding partners accounting processes. Ensure that budgets are adhered to and that Best Value is achieved through suitable financial monitoring procedures.
- 4 Be aware of and committed to the equal opportunities principles and practices of the company.
- 5 Employees are responsible for the implementation of the Health and Safety Policy in so far as it affects them, their colleagues and others who may be affected by their work. The post holder is also expected to monitor the effectiveness of the Health and Safety arrangements to ensure these are implemented and developed as necessary.
- 6 Effectively recruit, deploy and manage any nominated staff, full or part-time and volunteers, providing appropriate training to enable the team to deliver the various initiatives promoted by Sport Aberdeen and/or key partners.
- 7 Responsible for the security of the facility in conjunction with the Management team.
- 8 Carry out duties that support the safe and efficient operation of services within the facility.
- 9 Supervise the staff within the facility and to provide constructive and informed feedback on staff performance.
- 10 Effectively deal with all relevant centre administration and ensure SA financial procedures are applied at all times.
- 11 Ensure high standards of customer care and presentation are maintained at all times.
- 12 Effectively contribute to the continuous improvement of the facility and services.

Operational Responsibilities

- 13 To be a key holder who is responsible for opening/securing premises, with resetting of associated alarms and undertaking safety checks as required.
- 14 To support in creating a safe and friendly culture within your facility for staff and customers.

- 15 To read, understand and work within the Normal Operating Procedure, Emergency Action Plan, Health and Safety, COSHH and Risk Assessment guidelines, currently in use in the place of work.
- 16 To maintain awareness of new legislation, developments, trends and practice and to effectively contribute to the facility's continuous improvement plan.
- 17 To maintain relevant qualifications and attend regular training sessions required to carry out your duties.
- 18 To perform all operational checks and ensure any identified areas for action are progressed and/or notifying the line manager of a requirement to replace or repair.
- 19 To undertake elements of the induction process for new employees.
- 20 To perform first aid duties as required.
- 21 To carry out some or all off the duties of other facility staff as required to ensure continuity of service e.g. sickness, staff shortages.
- 22 To be responsible for the supervision and training of all ancillary staff associated with the facility.
- 23 To contribute to the staff development and training plans and to actively support new staff through the induction process.
- 24 To support in the development of staff rotas, ensure appropriate cover in line with budget arrangements.
- 25 To assist in staffing administration as directed by line manager.
- 26 The post-holder will be required to deal with the administration associated with the efficient operation of the facility, including maintaining all financial records, files and systems relating to facility operation and administration.
- 27 To maintain a high level of conduct and appearance at all times.
- 28 To maintain the highest standards of customer care in compliance with Sport Aberdeen's customer standards and company values, with particular emphasis on courtesy, friendliness, honesty, and helpfulness towards customers and colleagues.
- 29 To assist the programme delivery of the venue by leading, where trained and qualified, gym inductions and/or in-house group fitness classes.
- 30 To deal with any customer queries in a helpful and friendly manner and inform line manager of customer issues that cannot be easily resolved.
- 31 To maintain a safe/secure environment through observation of facility users providing guidance or emergency assistance as required and report any concerns to line manager.
- 32 To maintain an awareness of new legislation, developments, trends and practice and to effectively contribute to the facility's continuous improvement plan.

Methods of Working Expectations

The post holder will be expected to:

- 33 Adopt a participative and collaborative style of working, underpinned by strong interpersonal skills that ensure effective team work with partner's stakeholders and colleagues.

- 34 Be expected to exhibit the highest standards of professional behaviour, creating effective working relationships with the voluntary sector based on mutual trust and respect.
- 35 Use appropriate management information systems, maintain confidentiality and observe data protection guidelines.
- 36 Work with information technology and associated systems, and where appropriate, existing technology arrangements and consultative procedures will be applied in accordance with Company policies.
- 37 Undertake appropriate training associated with the duties of the post.

General Conditions

- 40 The full-time working week is 37 hours. A flexible approach to working is required [time off in lieu (T.O.I.L) system is in operation].

Your hours of work may be carried out in with a shift pattern in operation for the establishment to which you are allocated and may include early morning, evening, night and week-end work. The detail of the shift rota and your working pattern will be supplied to you by the Manager of your establishment.
- 41 A car mileage user allowance is payable [if using your vehicle for work purposes you must have insurance for business use].
- 42 The Company operates a no-smoking policy.
- 43 The job description is a representative document. The duties of the post can be varied provided they remain commensurate with the level of responsibility.

Prepared/Updated by	David Selkirk – Director of Community Leisure Operations	May 2021
Approved by	Nickie Scorgie - Head of Human Resources & Organisational Development	May 2021
Status	ISSUED	May 2021