

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

* 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	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	X		A I
Skills, Abilities and Knowledge				
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 and 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
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
Qualifications and Training				
26	Current RLSS Pool Lifeguard Qualification Units 1 & 2 [applicable to pools only]	X		A
27	ISRM / ILAM Pool Plant Operators Certificate or equivalent [applicable to pools only]	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 [applicable to Ice Arena only]		X	A
33	Commitment to continuous personal development		X	A I

Other

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