

JOB DESCRIPTION

JOB TITLE	Team Leader – Wirral Watersports Centre
GRADE	Band H
REPORTING TO	Leisure Manager - Leisure
JD REF	OPS0066G

PURPOSE

Act as the Senior Instructor/Principle Officer in the operational management of all activities associated with the Wirral Watersports Centre. Reporting directly to the Leisure Manager, the Team Leader will be responsible for the management and recruitment of all staff, the quality customer journey/experience and for the efficient and effective financial management of the facility.

MAIN DUTIES AND RESPONSIBILITIES

- Manage and operate the Wirral Watersports Centre and be responsible for the recruitment, selection, and management of all staff within the facility.
- Responsible for the financial accountability for the Centre, in line with the annual targets and the production of management reports in line with agreed timescales.
- Manage, deal with and follow up on all forms of customer enquiries and complaints acting proactively to increase customer care standards across the entire service.
- Act as the Senior Instructor/Principal Officer on site and be responsible for ensuring the Wirral Watersports Centre is fully accredited to operate and deliver all activities in compliance with national governing bodies relating to the delivery of activities.
- Regularly inspect the entire premises, to report promptly the need for repairs to the buildings, furnishings, fittings, plant and equipment and to "follow up" and implement repairs as necessary ensuring all facilities are operating to the highest possible standard and health and safety guidelines.
- Manage the production of work rota's, programmes and courses, using I.T. systems to ensure the optimum use of staff and resources. Including the direction, control, management, supervision and motivation of subordinate staff.



- Ensure that correct grievance and disciplinary procedures are adopted by staff as agreed between Council/Trade Unions and administrate all recruitment of subordinate staff members, chairing recruitment panels within the leisure facility.
- Take lead responsibility for safeguarding within the Watersports Centre and be responsible for and to ensure all policy and procedural issues are reported and actioned in line with the Council's Safeguarding Framework.
- Responsible for health, safety and security of the facility, facility users and staff in line with corporate and Health and Safety Executive guidelines, including all relevant Statutory Health and Safety Acts.
- Responsible for designing and implementing all service and improvement plans.
- Manage all assigned project work as delegated across the service, working to deadlines.
- Develop annual performance plans within the venue that support the Council's wider ambitions for the locality, ensuring all service delivery is aligned to these overarching principles.
- Undertake operational decisions in line with the Normal Operating Procedure and Emergency Action Plan to ensure that buildings operate safely and effectively.

ROLE SPECIFIC KNOWLEDGE, EXPERIENCE AND SKILLS

Qualifications:

- Educated to GCSE Level.
- First Aid at Work Certificate.
- A Senior Instructor Qualification in either sailing or windsurfing.
- A driving licence for a motor car.

Knowledge & Skills:

- Excellent verbal and written communication skills.
- Excellent organisational and time management skills.
- Equal opportunities.
- Knowledge and understanding of the water sports governing bodies including Royal Yachting Association.
- Knowledge and understanding of Performance Monitoring and Management.
- An understanding of quality management systems.
- Knowledge of Council's Standing Orders and Health & Safety Policy.
- Legal framework associated with Leisure Centre operation.
- Staff Training and development.
- Health and Safety at Work and Control of Substances Hazardous to Health.
- A working knowledge of management information systems and IT.

- Understanding of Best Value and Performance indicators.
- Excellent customer care skills.
- Performance Appraisal process and delivery.
- General Safeguarding of children and vulnerable adults along with referral processes.
- Preparing risk assessments.
- A working knowledge of administration and quality procedures.

Experience:

- Line management of staff.
- Managing and working in a Watersports environment.
- Experience in the development, production and delivery of Business/ Improvement plans.
- Setting and achieving quality standards to exceed customer expectation.
- Programming and developing sports activity sessions/courses.
- Budget/financial monitoring/performance targets.
- Management of staffing rotas.
- Development of staff training programmes and maintenance thereof.
- Knowledge of policies and procedures – recruitment and selection, appraisals, grievance and disciplinary.
- Working with relevant internal and external partners and stakeholders.
- Knowledge of budget control and monitoring.
- Managing Health and safety within a watersports environment.
- Dealing with customer queries and complaints.
- Microsoft Office and other IT applications.

DESIRABLE KNOWLEDGE, EXPERIENCE AND SKILLS

Qualifications:

- Maintain an active involvement in appropriate professional development and learning.
- Chartered Institute for The Management of Sport and Physical Activity certification or equivalent.
- Professional qualification equivalent to NVQ 4 or above.
- Powerboat level 2.
- Water Sports Qualification in at least one of the following: sailing, canoeing, powerboats or paddle sports.
- General safeguarding certificate.
- Coaching Awards.

Knowledge & Skills:

- Knowledge and understanding of the Sports Development services.
- Knowledge and understanding of national sports agenda and political landscape of the recreational sector.
- Knowledge of public, private and third sector.
- Local Authority policies and procedures.
- Council's procurement procedures
- Knowledge and understanding of Corporate, Departmental and Service Objectives.
- Grievance and Disciplinary Procedures.
- Keeping Safe at Work.
- Erection/Dismantle operation.
- Equality & Diversity.

Experience:

- Planning and implementation of change programmes.
- Experience of a working within different structures and delivery models.
- Writing capital bids.
- Business planning and forecasting.
- Direct and indirect marketing – including social media platforms.
- Multi-site management.

ADDITIONAL INFORMATION

- The postholder must be able to travel across the borough and work outside traditional hours, of a weekend and evening as required, adopting an agile working approach in response to business requirements.
- Ability to work unsupervised and take charge of day-to-day operation in respect of Health & Safety.
- Availability to work irregular hours.
- Commitment to delivering quality service to the people of Wirral.
- Ability to work flexibly across a wide variety of job roles and functions.

NOTE:

The job role holder may be required to undertake other reasonable duties commensurate with the job role descriptor grade as directed by the Head of Service.

This job role profile will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the post holder. It is not a definitive statement of procedures and tasks, but sets out the main expectations of the Service in relation to the post holder's responsibilities and duties.

Elements of this job role profile and changes to it may be amended in light of organisational and service requirements.

DATE OF APPROVAL: 20/10/23

APPROVED BY: NEIL PRICE – HEAD OF SERVICE