

**JOB DESCRIPTION AND PERSON SPECIFICATION**

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| Job Title: | Casual Operations Manager |
| HBC Grade: | HBC6 |
| Service: | Leisure Centres (Active Halton) |
| Division: | Casual Leisure Services |

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| **Main Purpose of the Role** |
| Ensure the safe day to day management of the Leisure Centre. |

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| **Key Duties** | |
| **1** | Ensure the delivery of a quality service to every customer on every visit. |
| **2** | Be responsible at all times for security of the building and its contents. |
| **3** | Any accidents to staff or customers are correctly recorded and appropriate First Aid administered. All first aid and incidents to be reported following the correct procedures. |
| **4** | Manage and supervise the work of all front-line operational staff, particularly the Leisure Attendants, Receptionists, Dryside Coaches and Cleaners, offering support and advice along the way. |
| **5** | Maintain a `shop floor` presence and interact daily with staff and customers. |
| **6** | Respond quickly and efficiently to any complaints from staff or customers. Feedback any key issues to the Senior Operations Manager. |
| **7** | Carry out duties of other members of staff if necessary, e.g. cover for breaks, holiday, sickness etc. Including covering leisure attendant tasks where required. |
| **8** | Ensure the prompt preparation of all activity areas including the safe setting up, dismantling and storage of the equipment. |
| **9** | Ensure a consistent standard of cleanliness and site presentation including the surrounding outside areas. |
| **10** | Assist with the recruitment, selection and induction of staff and carry out Employment Development Reviews of staff as required. |
| **11** | Ensuring compliance with the Health and Safety at Work Act; carrying out routine health and safety checks. Identifying any maintenance requirements for equipment or premises and liaising with the appropriate contact to ensure repair where necessary. |
| **12** | Carry out general administrative duties, assisting on reception, checking and signing for the delivery of goods/completion of services, setting up of new memberships. |
| **13** | Undertake any other duties and responsibilities as may be assigned from time to time, which are commensurate with the grade of the job. |

The Council and its schools are committed to safeguarding and promoting the welfare of children, young people and adults and expect all staff, workers and volunteers to share its commitment.

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| **Education / Qualifications** | **Essential** | **Desirable** | **How Identified** |
| * First Aid at Work or equivalent * CIMSPA Pool Plant Operators Certificate * National Pool Lifeguard Qualification | * Relevant coaching or teaching qualifications * Other qualifications e.g. HND, BTEC, NVQ, Degree, Diploma etc.IOSH | All essential qualification certificates must be presented at interview. |

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|  | **Experience** | **Knowledge** | **Skills & Abilities** | **How Identified** (delete as appropriate for each criteria) |
| **ESSENTIAL** | Supervisory experience within the Leisure industry | Able to demonstrate a knowledge and understanding of Health and Safety principles, procedures and good practice in leisure facilities. | Interpersonal and communication skills, IT literate (including but not limited to the use of Word, Excel, email and internet) | Application / Interview /Assessment |
| Experience of working in a team in a service industry | Able to demonstrate a knowledge and understanding of customer care | Able to motivate and lead a team | Application / Interview /Assessment |
|  | Able to demonstrate a knowledge of the day to day operation of a public swimming pool including written operating procedures, NOP’s, EAP’s and technical operations | Ability to plan, organise and prioritise own workload and members of a team | Application / Interview /Assessment |
|  |  | Ability to work on own initiative, make sound judgements and take decisions | Application / Interview /Assessment |
| **DESIRABLE** | Experience of managing staff performance. | Experience in inductions and introducing new team members into their roles | Able to assist in organising new initiatives and events | Application / Interview /Assessment |
| Supervising diverse groups of staff. |  |  | Application / Interview /Assessment |

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| **Other Requirements** | **Essential** | **Desirable** | **How Identified** |
| Key holder responsibilities, available for emergency call outs/Alarm Activations |  | Interview / Assessment / Documentation |
|  |  | Interview / Assessment / Documentation |
|  |  | Interview / Assessment / Documentation |

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| **Date Created:** |  |
| **JE Ref:** |  |
| **Agreed by:** |  |

This job description is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility.