

Role Profile

Post Title:	Team Leader - Leisure
Grade:	AP1

Role Definition

Responsible for leading, supervising and organising the Facility Leisure Team to ensure safety through appropriate levels of the highest standards of cleanliness and presentation of facilities through effective use of resources and compliance with operational procedures.

Key Tasks and Responsibilities

Corporate Responsibilities

1. Providing a customer focussed service ensuring a safe, consistent, high quality professional customer service.
2. Assist with the creation and maintenance of a positive health and safety culture.
3. Being accountable for service area performance including staffing budgets.
4. Providing visible leadership to all Team Members, ensuring that they are motivated and operate at high levels of performance and efficiency.
5. To create by example an environment in which all Team Members work as a team to achieve their own and the Company's objectives.
6. Work as part of a team to ensure the effective operation of the Company.
7. To ensure positive promotion of the Company, facilities, activities delivered and Company initiatives.
8. To undertake ongoing training as required in order to maintain the highest levels of operational efficiency, competency and customer service.
9. Maintain an awareness of the Company's commitment to energy reduction and environmental management.
10. Maintain the confidentiality of Company and customer information conforming to the requirements of the Data Protection Act.
11. Adopt a flexible attitude to your role at all times undertaking activities that assist the Company in maintaining a competitive advantage.
12. To deputise for other members of the Management Team as appropriate
13. To undertake any other reasonable required duties as instructed by management or someone acting on their behalf, in addition to the role specific tasks and responsibilities detailed below.

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Role Specific Tasks and Responsibilities

1. To lead the development and operation of the Leisure Assistant Team to maintain the highest standards of operations in preparation for use, and during the hours of operation. Planning cleaning operations and the set up and take down of equipment.
2. To act as part of the Management Team working on a shift pattern taking responsibility for the opening up and locking up of facilities, ensuring that all areas are secured when not in use.
3. To manage and supervise Team Members.
4. Undertake daily banking and other administration processes, including the operation of point of sale and computerised booking systems.
5. To ensure Team Members comply with the Company Health and Safety Policy and written procedures.
6. Undertaking visual inspections of the area and equipment as and when necessary, reporting any faults or defects.
7. Deal with emergencies and first aid as required ensuring, where appropriate, the use of all lifesaving and emergency equipment available.
8. To ensure adequate staffing levels at all times, arranging cover for leave, sickness and other absences, managing sickness in line with Company procedures.
9. Ensure all Team Members are competent in executing emergency procedures.
10. To ensure Team Members are aware of the required standards of conduct, performance, and personal presentation.
11. Ensuring that all Team Members are aware of developments, policies, practices and procedures through regular and effective Team briefings and other communication processes.
12. Resolve customer enquiries, seeking advice and/or information from the Assistant Customer Service Manager where necessary.
13. To assist in recruitment and selection processes.
14. To carry out cleaning duties both within and outside the facilities to maintain the highest standards of hygiene in preparation for use, and during the hours of operation.
15. Assisting with the daily operations of the building ensuring effective, accurate and timely set-ups and take-downs and changeovers as required.
16. Dealing with deliveries to the centre, storage and stock control.
17. Taking responsibility for the induction and development of new members of Team Members.

Essential/Desirable Criteria

	Essential	Desirable	Evidence
Education and Qualifications	First Aid at Work Certificate	IOSH Managing Safely Certificate	Application Form and interview
Experience	Minimum of 2 years working in a leisure facility	Supervisory experience Knowledge of HR processes	Application Form and interview
	Working in a customer focussed environment	Cash Handling and electronic booking systems	

A Better Life

K:A Leisure is a trading name of North Ayrshire Leisure Limited

North Ayrshire Leisure is a Company Limited by Guarantee No. 202978 and a recognised Scottish Charity No. SCO29780.
Registered Office: Head Office, Montgomerie House, Byrehill Drive, West Byrehill Industrial Estate, Kilwinning KA13 6HN;
Tel. 01294 558020; Fax. 01294 558040; email: info@kaleisure.com; www.kaleisure.com



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Specialist Knowledge	<p>Knowledge of Health and Safety Legislation and Implementation of good work practices</p> <p>An understanding of the requirements of leisure facility customers</p> <p>Understanding of standard operating procedures</p>		Application Form and interview
Skills and Abilities	<p>Good communication skills and team building skills</p> <p>Excellent customer service skills</p> <p>Effective time management and organisational skills</p> <p>Ability to work flexibly to meet the needs of the business</p> <p>Excellent IT skills</p>	Proven leadership and supervisory skills	Application Form and interview
Key Behaviours	<p>Professional and customer focussed approach</p> <p>Enthusiastic motivated and resourceful</p> <p>Confident and presents a professional image at all times</p>	Willingness to develop own and others skills and knowledge	Application Form and interview

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Other	Committed to continuous improvement Evidence of continued personal development. Ability to recognise and maintain confidentiality		Application Form and interview
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Competencies

Value	Competency	Level of Behaviour Required
Managing Self	Planning, Organising & Decision Making	2
	Self Development	1
	Change	2
Achieving Performance	Customer Focus	1
	Continuous Improvement	2
	Delivering Results	2
Working with Others	Communication	2
	Effective Working Relationships	2
	People Management	1

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