



JOB DESCRIPTION & PERSON SPECIFICATION

SERVICE AREA:	Hull Culture & Leisure	POSITION NO: various
SECTION:	Leisure Services	GRADE: 4
JOB TITLE:	Duty Team Leader	DATE PREPARED: 29 January 2010 Reviewed Sept 2015: Dec 2015; Jan 2018: May 2023
EVALUATION DATE:	08 February 2018	JE NUMBER: HCL034

DIGNITY AT WORK: To show, at all times, a personal commitment to treating all customers and colleagues in a fair and respectful way, which gives positive regard to people's differences and individuality (for example, gender, gender identity, nationality or ethnic origin, disability, religion or belief, sexual orientation, age). Assists in ensuring equal access to services and employment opportunities for everyone and promotes the Company's Equal Opportunities in Employment Policy.

PURPOSE:

To provide supervisory management (for designated site from list below) during the designated shift for effective daily running of the facility. Responsible for carrying out the shifts operational health & safety systems and procedures, following the procedures in place and ensuring other staff on site do the same. Supervising the staff on shift and responding to customer enquiries, passing on issues that cannot be dealt with to the Leisure Manager or Assistant Leisure Manager. Ensuring that the site is maintained in a clean and tidy manner and equipment is stored and handled safely and complying with health and safety legislation. Acting as the frontline face of the service to the public. Supporting the site management team with administrative tasks, reporting back any issues encountered on shift and efficient record keeping.

Duty Team Leader will be assigned to work at any of the following sites

1. Woodford Leisure Centre
2. Ennerdale Leisure Centre
3. Hull Arena
4. Costello Stadium
5. East Hull Baths
6. Albert Avenue Pools
7. Beverley Road Baths

PRINCIPAL ACCOUNTABILITIES:

Please note decision making must be included within the Principal Accountabilities

1.	To promote and safeguard the welfare of children, young people and/or vulnerable adults.
2.	<p>To provide supervisory site management during the designated shift coordinating the operational and front-line delivery of actives and events within the facility, effectively conducting operational procedures and system checks in accordance with established QTP schedules, recording and monitoring results to ensure compliance with mandatory requirements. Provide effective communication to the management team, by reporting incidents and accidents as appropriate. Providing reports to the Leisure Managers of any issues encountered whilst on shift including staff absences or poor performance on contractors or cleaners.</p> <p>Contribute to new staff induction processes and supervising work placements. Assist the management team when required with the preparation of team rotas and working arrangements. Call round to try and secure cover for any staff absences encountered whilst on shift.</p>
3.	To ensure that the site management provides a high level of customer care and staff are responsive to customer needs and that promotional and customer information points are maintained to a high standard to provide accessible information for customers.
4.	<p>Opening and closing the building during the shift, escalate, record and inform line management of any serious incidents.</p> <p>Willingness to be contacted out of hours in emergencies by Civic 1 on a best endeavours basis, or for emergency planning purposes in relation to rest centre provision.</p>
5.	<p>To be responsible for the operational health and safety tasks during the designated shift, including evacuation procedures, accident reporting, adherence to risk assessments and associated control measures and operational policies and procedures. Oversee the delivery of any activity/events ensuring the safety of the public, staff and other users of the facility.</p> <p>Support the management team and contribute to the review and updating of risk assessments, COSHH Assessments and monthly reports (Health and Safety). Carry out responsibilities allocated through the facility management system 'Quality Through People'.</p>
6.	<p>To be responsible for the safe set up and delivery of programmed activity against the publicised programme during the shift, ensuring equipment is assembled/dismantled safely and activities and events are run in a safe and timely manner.</p> <p>Responsibilities include taking bookings from customers. Working with schools, clubs and other organisations using the facility. Ensuring the website is updated with any changes by notifying the relevant person to make the changes. Preparing a quote for a customer booking against the publicised price list or following up on payments owed. Briefing Leisure Managers on activities and events, utilisation and income yield.</p>

7.	To ensure that the site is maintained in a clean and tidy manner at all times, and property maintenance issues are reported through the correct council channels promptly. Check stock levels and where requested/approved make re-orders.
8.	To ensure the ice is cut to a high standard using the facilities Zamboni and associated equipment, and carrying out basic serving tasks (Arena only)
9.	To be responsible for daily weekly and monthly plantroom procedures whilst on shift to include supervision of chemical deliveries.
10	Cash handling and some cover of reception duties over short periods or when cover is required, responsible for cashing up of monies and providing banking reports.
11	Able to change site to cover other shifts when requested, subject to the needs of the service and to cover annual leave and other absences. Available and flexible to work unsociable hours including evening and weekends as required by the service in accordance with shift arrangements. Working as a team to plan holiday cover and maximise resources.
12.	The Health and Safety at Work etc. Act 1974 and associated legislation places responsibilities for health and safety on Hull Culture and Leisure, as your employer and you as an employee of the company. In addition to the Company's overall duties, the post holder has personal responsibility for their own health & safety and that of other employees; additional and more specific responsibilities are identified in the Company's Corporate H&S policy.
GENERAL: The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility. The postholder must be flexible to ensure the operational needs of Hull Culture and leisure limited are met. This includes the undertaking of duties of a similar nature and responsibility as and when required, throughout the various work places in Company.	

DIMENSIONS: All sections should be completed – if there aren't any state 'none'	
1. Responsibility for Staff:	Responsible for supervision during the shift for staff on site, up to 22 FTE at any one time.
2. Responsibility for Customers/Clients:	Responsible for customer care of those visiting the site during the shift.
3. Responsibility for Budgets:	None
4. Responsibility for Physical Resources:	Site security, opening & closing Fixed & portable equipment

WORKING RELATIONSHIPS:

All sections should be completed – if there aren't any state 'none'

1. Within Service Area/Section:

Maintain collaborative working relationships with all Leisure Managers and Assistant Managers, and Duty Team Leaders.

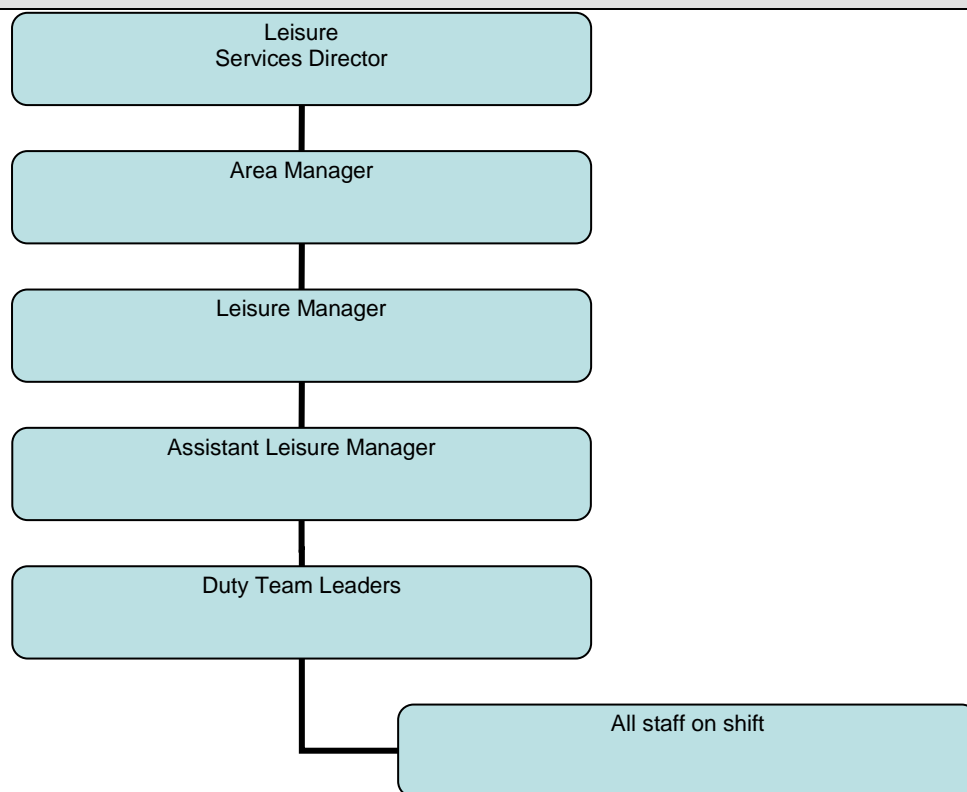
2. With Any Other Company Areas

Maintain occasional reporting lines with NPS/Property Dept

3. With External Bodies to the Company

Maintain good working relationship with sports clubs and organisations using the site.

ORGANISATION CHART:



	<i>Tick relevant level for each category</i>						
	Not applicable	Low	Moderate	High	Very High		Intense
PHYSICAL DEMANDS: Physical Effort and/or Strain – (tiredness, aches and pains over and above that normally incurred in a day to day office environment).			X			N/A	The post holder is required to carry out health & safety inspections, and assemble and dismantle equipment and prepare areas for activity.
WORKING CONDITIONS: Working Conditions – (exposure to objectionable, uncomfortable or noxious conditions over and above that normally incurred in a day to day office environment).			X			N/A	The post holder will be required to visit/inspect plant and equipment on a regular basis. Occasional decontamination of faecal matters from pools. Dealing with hazardous chemicals, within noisy, enclosed spaces such as plant room and other out buildings, handing heavy loads such as, Acid barrels and gas canisters, portable equipment (Zamboni)
EMOTIONAL DEMANDS: Exposure to objectionable situations over and above that normally incurred in a day to day office environment.		X				N/A	The post holder will be required to deal with customer complaints face to face and via the telephone deal with conflict situations.

PERSON SPECIFICATION		Tick relevant column		List code/s*
		Essential	Desirable	How identified
<p>The information listed as essential (the column that is shaded) is used as part of the job evaluation process. The requirements identified as desirable are used for recruitment purposes only.</p> <p><i>*Codes: AF = Application Form, I = Interview, CQ = Certificate of Qualification, R = References (should only be used for posts requiring CRB's), T = Test/Assessment, P = Presentation</i></p>				
1.	Qualifications:			
	ISRM / swimming pool plant operator's certificate or equivalent experience. Must gain the qualification within one month of start date (or must be achieved within probationary period).		X	AF/CQ
	First Aid at Work (or must be achieved within probationary period).		X	AF/CQ
	Qualification in Automatic External Defibrillator use in emergency situations (or must be achieved within probationary period).		X	
	National Pool Lifeguard Qualification (which includes basic first aid and life support skills.) Renewable 2 yearly to maintain qualification and employment (or must be achieved within probationary period).		X	AF/CQ
	NEBOSH Certificate or IOSH Managing Safety or equivalent (or must be achieved within probationary period).		X	AF/CQ
2.	Relevant Experience:			
	Supervising a customer facing service		x	AF
	Site or venue supervision role		x	AF
	Working in a leisure environment		X	AF
3.	Skills (including thinking challenge/mental demands):			
	Motivation to work with children and young people and/or vulnerable adults		X	I
	Ability to form and maintain appropriate relationships and personal boundaries with children and young people and/or vulnerable adults	X		I
	Ability to motivate a team		X	I
	Customer care	X		I
	Analytical skills and problem solving		X	I / AF
	Managing time effectively	X		I
4.	Knowledge:			
	A knowledge and commitment to safeguarding and promoting the welfare of children, young people and/or vulnerable adults	X		I
	Sound knowledge of health and safety practices	X		I
	ICT literate and ability to operate booking systems	X		I
5.	Interpersonal/Communication Skills:			
	Verbal Skills			
	Ability to establish professional, effective working relationships with a range of partners/colleagues and children & young people and/or vulnerable adults	X		I
	Good verbal communication		X	I
	Ability to communicate effectively with Customers and ability to operate booking systems	X		I
	Able to deal with conflict situations		X	I

PERSON SPECIFICATION		Tick relevant column		List code/s*
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			Prepared to take on a hands on approach	X
Written Skills				
	Ability to prepare incident and accident reports	X		I
	Ability to understand the content of risk assessments.	X		I
	Computer literate and able to create short reports	X		I
6.	Other:			
	NONE			
7.				
Additional Requirements:				
	NONE			
Disclosure of Criminal Record:				
	The successful candidate's appointment will be subject to the Company obtaining a satisfactory. Enhanced Disclosure & DBS Children's Barring List check from the Disclosure & Barring Service (if ticked as an essential requirement).	X		DBS Disclosure
	If the postholder requires a DBS disclosure the candidate is required to declare full details of everything on their criminal record.	X		AF(after short listing)
	If the postholder does not require a DBS disclosure the candidate is required to declare unspent convictions only.	N/A		AF(after short listing)