

Job description

Job title: Recreation Supervisor

Grade: Grade 4

Job evaluation reference: IC706

Job family: Information & Culture

Purpose and impact

To have day to day operational responsibility for either Emmanuel School Sports Hall or Potterne Park.

Key responsibilities

1. Ensure the security of the buildings and facilities at Emmanuel School Sports Hall and Potterne Park.
 - a. Open up the facilities and be proactive in ensuring the building and equipment is safe for public usage and complete the relevant safety paperwork.
 - b. Lock up the facilities at the appropriate time and prepare them for programmed use on the following day. Ensure that the premises are empty and secure and that the alarm system is activated with relevant paperwork completed.
 - c. Have responsibility for keys, ensuring they are secure at all times.
 - d. Routinely check the gates and locks at the facilities and report any issues to the Duty Officer (The Hub).
 - e. Reconcile monies and ensure that they are passed securely and accurately to the Customer Service team at The Hub.
 - f. Carry out weekly fire alarm checks.
 - g. Act as a point of contact with the Site Manager at Emmanuel School and report any matters arising to the Facilities Duty Manager.
 - h. Be on the call out list for both Emmanuel School Sports Hall and Potterne Park.

2. Provide excellent customer service for the users of the facilities at Emmanuel School Sports Hall and Potterne Park.
 - a. Greet and serve customers enthusiastically and in a professional and friendly manner
 - b. Take bookings and payments in accordance with procedures.
 - c. Maintain a professional working relationship with Emmanuel School staff, reporting any necessary issues to the Facilities Duty Manager.



- d. Deal proactively with customer complaints as and when necessary, taking appropriate action to record the complaint and forward on to a more senior manager if further action is required.
 - e. Liaise with the Customer Service team at The Hub in relation to customer service issues.
 - f. Monitor courses and activity numbers and ensure records match the attendance registers.
 - g. Provide customer service on the bar/café at Potterne and carrying out these duties in accordance with procedures.
 - h. Respond and deal with all enquiries from all hirers and teams using the facilities at Potterne Park.
3. Ensure health & safety guidelines are adhered to by both staff and members of the public.
 - a. Update and complete risk assessments as requested by Senior Managers.
 - b. Ensure all risk assessment procedures are adhered to.
 - c. Ensure that all corridors and emergency exits are free from obstructions.
 - d. Carry out emergency procedures and evacuations when required.
 - e. Administer First Aid where required.
 - f. Ensure that all accidents/incidents are dealt with appropriately and recorded.
 - g. Set up and store equipment safely and in accordance with procedures.
 4. Ensure the smooth running of the facilities and its activities, assisting other staff where required.
 - a. Set up equipment in good time for activities, safely, and in accordance with procedures.
 - b. Ensure the required equipment is present at all times and report any missing equipment to the Facilities Duty Manager.
 - c. Act as 5-a-side league coordinator on league nights. Coordinate all aspects of the league including liaising with the referee, taking money from the teams and passing on results to the league organiser.
 - d. Liaise and engage with referees at Potterne Park over the playability of pitches in inclement weather.
 - e. Report to the Facilities Duty Manager on any problems with pitch markings and grounds maintenance issues at Potterne Park.
 - f. Assist with the operation of events at Emmanuel School Sports Hall or Potterne Park.
 5. Ensure the facilities are well maintained and clean for all users.



- a. Carry out building inspections regularly and notify the Duty Officer (The Hub) immediately of any identified problems, or in their absence take necessary steps to ensure public safety.
 - b. Remove damaged equipment from use, record in the duty diary and contact The Hub to be recorded in the Building Maintenance logbook.
 - c. Carry out cleaning duties to ensure that the facilities are maintained to a good and appropriate standard.
 - d. Carry out litter picks around the park and school, emptying bins where required and ensuring that the large refuse bins are in position for collection.
6. Work at The Hub and carry out duties as requested by the Duty Officer.
- a. At times of facility closure at either Emmanuel School Sports Hall or Potterne Park the post holder will be required to undertake duties of a similar nature at The Hub at the request of the Operations Manager.

NB: The duties and responsibilities of this post are not restrictive, and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

Supervision and management

Reporting to: Facilities Duty Manager

Other factors

- At times of lone working act responsibly and in accordance with the Council's Procedures.
- Be proactive and innovative with ideas for the development of facilities, improvement to the programme and giving ideas for maximising income across the facilities.
- An Enhanced DBS check is required.

Our values

Our values act as guiding principles, defining what we believe is important in the ways we work together. Our values are Respect, Together, Accountability, Openness and Curiosity. You will need to be able to demonstrate these values in action through the way you work, regardless of your role within the organisation. Information about our values can be found on our website.



Person specification

Your application will be assessed based on your demonstration of how you fulfil the following criteria: you should include clear examples of how you meet these criteria within your application form and during the assessment process.

Essential

Essential criteria are the minimum requirement for the above post and will be assessed through a combination of your application form, assessment, interview and references (as specified below). We will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations Required by law or essential to the performance of the role or both	Assessed through:
1. NVQ Level 2 Sports and Recreation or equivalent	Application form
2. Emergency First Aid at Work	Application form
Experience	
3. Experience of working in a supervisory role within the leisure Industry	Application form
4. Experience of facility management	Application form
5. Experience of coaching / leading various sporting activities	Application form
Knowledge	
6. Good knowledge of relevant Health and Safety	Application form Interview Assessment
7. Good understanding of Safeguarding protocols	Application form Interview Assessment
Skills and abilities	
8. Ability to follow procedures	Interview Assessment
9. Ability to self motivate and lone work	Interview Assessment
10. Good level of communication and interpersonal skills	Interview Assessment
Our values	
11. Respect	Interview Assessment
12. Together	Interview Assessment
13. Accountability	Interview Assessment
14. Openness	Interview Assessment
15. Curiosity	Interview Assessment
Other	



16. An Enhanced DBS check is required

Application form

Approval

Manager's job title: Team Manager Leisure Facilities

Date: Updated July
2024

