

JOB DESCRIPTION

JOB TITLE:	Assistant Centre Manager Wet-side	JE NUMBER: A13484
DIRECTORATE:	Leisure, Culture and Community Wellbeing	BAND: 6
RESPONSIBLE TO:	Deputy Centre Manager	
RESPONSIBLE FOR:	Swim Co-ordinator & Leisure Attendants	
MAIN PURPOSE OF POST:	<ol style="list-style-type: none"> 1. Day-to-day operational supervision of the leisure facilities and shift staff, including working on a shift system with others. 2. Supporting the Deputy Centre Manager as required in ensuring that the highest standards of customer experience are delivered to all users of the facilities within Leisure Service, whilst adhering to the Council's Health & Safety Policies & Procedures. 3. Supervising and developing key areas of the business, i.e., the provision of all Swimming activity and the swimming lesson programme. Acting as the Swim Co-ordinators' line manager and operational support. 4. Act as the line manager for a set team of leisure attendants. 	

DUTIES AND RESPONSIBILITIES:

Duties and responsibilities must be undertaken to comply with Council policies/procedures.

1.	Ensure the efficient day to day operation of the centre.
2.	Undertake additional specific responsibilities, in particular overseeing all wet-side activities.
3.	Maintain a high profile `shop floor` presence, a high level of interaction with all staff and customers and respond quickly and efficiently to my complaints from staff or customers, feeding back any key issues to the Centre Manager/Leisure Services Manager.
4.	Respond quickly and efficiently to any complaints from staff or customers. Feedback any key issues to the Centre Manager.
5.	Carry out duties of other members of staff as and when necessary, e.g., cover for breaks, holiday, sickness etc.
6.	Ensure compliance with the Health and Safety at Work Act, and the Council's policies and procedures.
7.	Be responsible for the security of the building and its contents whilst on shift.
8.	Identify and report maintenance requirements for equipment or premises. To liaise with the appropriate colleagues, and to initiate repairs where necessary.
9.	Ensure the prompt preparation of all activity areas including the safe setting up, dismantling and

	storage of the equipment.
10.	To manage designated employees within the area of responsibility including overall responsibility for performance management, recruitment, training, development, appraisals and deployment of staff.
11.	Ensure a consistently high standard of cleanliness and site presentation including the surrounding outside areas.
12.	Carry out any general administrative duties that may be required.
13.	Check and sign for the delivery of goods/completion of services as required.
14.	To ensure any accidents to staff or customers are correctly recorded and appropriate First Aid administered.
15.	Record any serious incidents correctly and notify the appropriate persons immediately.
16.	To assist customers with any inquiries and conduct tours of the centre if necessary.
17.	Be the line manager and oversee the Swim Co-ordinator in the development of the swimming lesson programme.
18.	Supervise the work of all front-line operational staff, particularly the Swim Teaching team and Leisure Attendants, offering support and advice along the way.
19.	Be responsible for till floats and adequate charge provision, and if necessary, the cashing up/reconciliatory of the centre tills.
20.	Fulfil any other requirements set out by the Deputy Centre Manager, Centre Manager and Leisure Services Manager as and when required.

GENERAL – To be aware of and implement the following:

Equalities – The council's Equality and Diversity Policy which sets out the council's commitment to advancing equality and social inclusion while celebrating the diversity within our communities.

Code of Conduct – All employees of Chesterfield Borough Council must comply with the Employees' Code of Conduct.

Health & safety – To comply with the Health and Safety at Work etc. Act (1974) and carry out all duties in accordance with the Council's Health and Safety policy.

Staff Development - The Council's Performance & Development Review is an integral part of Chesterfield Borough Council's performance management framework as well as a key employee development procedure. You will be required to undertake any training required for the job role.

Data Protection – All employees must adhere to the requirements of the General Data Protection Regulations (GDPR) and the Data Protection Act 2018 in respect of confidentiality and disclosure of data.

Safeguarding Children and Vulnerable Adults - The council has both a moral and legal obligation to ensure a duty of care for children and vulnerable adults across its services. We are committed to ensuring that all children and vulnerable adults are protected and kept safe from harm, and we have a responsibility to safeguard and promote well-being.

SPECIAL FEATURES OF POST:

Political Restriction	YES		NO	X
Vetting Checks e.g Disclosure and Barring Service (DBS)	YES	X	NO	
Flexible approach to time of work, with ability to work evenings and weekends as required by the needs of the service.	YES	X	NO	
You may be required to carry out those duties at your present workplace or at another council venue.	YES	X	NO	

It is the council's intention that this job description is seen as a guide to the main areas and duties for which the job holder is accountable. However, as the work that the council changes the job holder's obligations are also bound to vary and develop, so the job description should be seen as a guide and not as a permanent, definitive and exhaustive statement. This job description is non-contractual.

PERSON SPECIFICATION

JOB TITLE:	Duty Manager (Wet-side)	JE NUMBER:	A13484
DIRECTORATE:	Leisure, Culture & Community Wellbeing	DATE:	December 2023

KNOWLEDGE / SKILLS / ABILITIES		Assessment Method
Essential		Application Form, Presentation, Scenario based Exercise, Interview, Qualification / Certificates
•	Deliver exceptional customer service to all centre users.	AF/ I
•	Able to deal with people in a pleasant and courteous manner, particularly when under pressure.	AF/I
•	Commitment to equal opportunities and a good understanding of its relevance to this post.	AF/I
•	Ability to work under own initiative and within a team environment.	AF/I
•	Effective communication with all customers and colleagues.	AF/I
•	Good organisation skills and time management.	AF/I
•	Good numeracy and literacy skills.	AF/I
•	Inter-personal skills with the ability to perceive and react to the needs of others.	AF/I
•	Environmental management with positive impact on service.	AF/I
•	Effective management and development of staff.	AF/I
Desirable		
•	Understanding of a wide range of sports and activities.	AF/I
•	Experienced in working towards attainment of quality assurance awards, e.g., Quest accreditation, internal and external audits etc.	AF/I
EXPERIENCE		

Essential		
•	Experience of managing/supervising day-to-day facility operations.	AF/I
•	Experience of managing staff.	AF/I
•	Delivering training, staff performance and development reviews.	AF/I
•	Working proactively in a busy environment.	AF/I
•	Deal effectively with all enquiries from customers.	AF/I
•	Evidence developments to services from your own initiatives and innovative ideas.	AF/I
•	Operation of management software systems, Microsoft software and social media.	AF/I
•	Operating all pool plant equipment and undertaking pool testing.	AF/I
•	Developing health and safety procedures and undertaking risk assessments.	AF/I
•	Planning and promotion of the activity programme to engage customers and communities.	AF/I
•	Managing staff to deliver high standards of cleanliness and housekeeping.	AF/I
•	Evidence own responsibilities within safeguarding policy.	AF/I
•	Experience of contributing to the financial management.	AF/I
•	Work flexibly to the needs of the service.	AF/I
Desirable		
•	Methods of attracting and retaining customers.	AF/I
QUALIFICATIONS		
Essential		
•	RLSS UK National Pool Lifeguard Qualification, or completion of within first three months of probationary period.	Certs
•	First Aid at Work qualification.	Certs
•	National Pool Plant Certificate, or completion of within first three months of probationary period.	Certs
•	NVQ level 3 or equivalent.	Certs
Desirable		

•	RLSS Trainer Assessor.	Certs
•	Hold a 'Train the Trainer' based qualification.	Certs
•	CIMSPA member, and working towards CPD accreditation.	Certs
•	Have completed or undertaking IOSH Managing Safely and NVQ Level two Customer Service.	Certs
•	ILM level 5, or equivalent.	Certs
•	Hold a Swim England or equivalent swim teaching qualification.	Certs

OTHER REQUIREMENTS

Essential

•	To display the council's values and behaviours when carrying out the job role.	AF/I
•	To perform the job role in accordance with the specified level of the council's Competency Framework.	AF/I
•	Commitment to self-development, service improvement and organisational effectiveness.	AF/I

COMPETENCY REQUIREMENT:

Seeing the Big Picture	<p>Seeing the big picture is about having an in-depth understanding and knowledge of how your role fits with and supports the council plan and the wider public needs and the national interest. For all staff, it is about focusing your contribution on the activities which will meet the council goals and deliver the greatest value.</p> <p>For leaders, it is about scanning the political context and taking account of wider impacts to develop long term implementation strategies that maximise opportunities to add value to the customer and support economic, sustainable growth.</p>	Interview
Level: 2		
Changing and Improving	<p>People who are effective in this area take initiative, are innovative and seek out opportunities to create effective change. For all staff, it's about learning from what has worked as well as what has not, being open to change and improvement, and working in 'smarter', more focused ways. For leaders, this is about creating and encouraging a culture of innovation and allowing people to consider and take informed decisions. Doing this well means continuously seeking out ways to improve policy implementation and build a leaner, more flexible and</p>	Interview
Level: 2		

	responsive council. It also means making use of alternative delivery models including digital and partnership approaches wherever possible.	
Making Effective Decisions	<p>Effectiveness in this area is about using sound judgement, evidence and knowledge to arrive at accurate, expert and professional decisions and advice. For all staff it's being careful and thoughtful about the use and protection of council and public information to ensure it is handled securely and with care.</p> <p>For leaders it's about reaching evidence-based strategies, evaluating options, impacts, risks and solutions and creating a security culture around the handling information. They will aim to maximise return while minimising risk and balancing a range of considerations to provide sustainable outcomes.</p>	Interview
Level: 2		
Leading & Communicating	<p>At all levels, effectiveness in this area is about showing our pride and passion for public service, communicating purpose and direction with clarity, integrity, and enthusiasm.</p> <p>It's about championing difference and external experience and supporting principles of fairness of opportunity for all. For leaders, it is about being visible, establishing a strong direction and persuasive future vision; managing and engaging with people in a straightforward, truthful, and candid way.</p>	Interview
Level: 2		
Collaborating and Partnering	<p>People skilled in this area are team players. At all levels, it requires working collaboratively, sharing information appropriately and building supportive, trusting and professional relationships with colleagues and a wide range of people within and outside the council, whilst having the confidence to challenge assumptions.</p> <p>For senior leaders, it's about being approachable, delivering business objectives through creating an inclusive environment, welcoming challenge however uncomfortable</p>	Interview
Level: 2		
Developing self and others	<p>Effectiveness in this area is having a strong focus on continuous learning for oneself, others and the organisation. For all staff, it's being open to learning, about keeping one's own knowledge and skill set current and evolving.</p> <p>For leaders, it's about investing in the capabilities of our people, to be effective now and in the future as well as giving clear, honest feedback and supporting teams to succeed. It's also about creating a learning and knowledge culture across the organisation to inform future plans and transformational change</p>	Interview
Level: 2		

Delivering Value for Money	<p>Delivering value for money involves the efficient, effective and economic use of taxpayers' money in the delivery of public services. For all staff, it means seeking out and implementing solutions which achieve the best mix of quality, and effectiveness for the least outlay. People who do this well base their decisions on evidenced information and follow agreed processes and policies, challenging these appropriately where they appear to prevent good value for money.</p> <p>For leaders it's about embedding a culture of value for money within their area/function. They work collaboratively across boundaries to ensure that the council maximises its strategic outcomes within the resources available</p>	Interview
Level: 2		
Managing a Quality Service	<p>Effectiveness in this area is about valuing and modelling professional excellence and expertise to deliver service objectives, taking account of diverse customer needs and requirements. People who are effective plan, organise and manage their time and activities to deliver a high quality, secure, reliable and efficient service, applying programme, project and risk management approaches to support service delivery.</p> <p>For leaders, it is about creating an environment to deliver operational excellence and creating the most appropriate and cost effective delivery models for public services</p>	Interview
Level: 2		
Delivering at Pace	<p>Effectiveness in this area means focusing on delivering timely performance with energy and taking responsibility and accountability for quality outcomes. For all staff, it's about working to agreed goals and activities and dealing with challenges in a responsive and constructive way.</p> <p>For leaders, it is about building a performance culture where staff are given space, authority and support to deliver outcomes. It's also about keeping a firm focus on priorities and addressing performance issues resolutely, fairly and promptly</p>	Interview
Level: 2		

