

JOB DESCRIPTION

General Information

Job Title	Pool Supervisor	Reporting To	Duty Manager
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General Purpose

To be responsible for ensuring the safety of all staff and customers as well as the security of a public building, ensuring it is cleaned to the highest standard possible. As part of the role you will be required to undertake key holding duties, cash handling duties, working with various information management systems and to carry out lifeguarding, cleaning and any other duties required for the operation of the service.

Key Deliverables

- To ensure that all poolside staff follow the Normal Operating Plan and Emergency Action Plan.
- To ensure the maintenance and checks of all equipment and that any relevant actions are recorded.
- To be aware of and adopt Health & Safety measures within and around the building and take responsibility for the safe oversight of all users of the Centre.
- To ensure that all staff are in attendance and arrange cover when necessary for any absences- this must be in line with Vivacity policy and procedures.
- To allocate staff duties in accordance with the cleaning schedule and allocate staff break rota
- To check the programme for the day, read the Centre's diary for any special events and take any necessary action.
- To ensure Instructors are in attendance and lessons/classes are underway at the correct time – allocating any necessary cover staff.
- Ensuring Centre's duties are undertaken in accordance with set standards and to assist and cover poolside duties when required.
- To use electronic communication systems to communicate between Vivacity Sports facilities and management teams.
- To be responsible when on shift for the collection of ticket and sales monies and recording of all transactions, cashing up daily monies and weekly cash summary in line with Vivacity financial regulations. (JHP and Lido).
- To ensure efficient operation of the swimming pool and efficient operation of the swimming pool filtration plant, including purification, back washing, pool water testing for water purification under the guidance of the maintenance manger whilst on shift.

Requirements - Experience

- Experience of leisure operations in a leisure / swimming pool environment
- Experience of supervising staff in a leisure or service led environment
- Experience of cash handling
- Experience of working within and leading a small team

Requirements – Qualifications

- A current National Pool Lifeguard Qualification (Pools)
- Obtained or willing to study for a leisure related qualification – Level 2 or above
- A Pool Plant Operator qualification (Pools)- or willing to work towards
- A First Aid qualification

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Requirements – Personal Characteristics

- Commitment to excellence in customer service and a can do attitude
- Self motivation, initiative and flexible
- Good communication skills to be able to supervise staff and advise members of the public
- Ability to deal with difficult situations
- The ability to work as part of a team
- Good time keeping

Other Points

- Flexibility in working, including evening, weekend and Bank Holiday working on a shift rota basis
- Ability to use basic ICT systems
- The above duties and responsibilities do not include or define all tasks that may be required of the post holder
- The duties and responsibilities may vary without changing the general character of the duties or the level of responsibility entailed
- The Health & Safety at Work Act stipulates that it is the responsibility of every employee to observe all rules governing health and safety and such equipment as provided must be used
- Vivacity aims to be an Equal Opportunities employer and has Equal Opportunities Policies with which you are expected to comply at all times
- Vivacity condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias