Post Title: Team Leader

Purpose of Post:

The Team Leader will be responsible for the day-to-day operation of the facility to which they are assigned. The Team Leader should provide effective supervision of staff and resources within the site, which should be completed in accordance with service delivery prescribed standards. The Team Leader will, as part of the keyholder team, be assigned responsibility for key areas of the operation.

The post-holder will play a key role in realising the strategic vision of the company in the following areas:

- Improve Our Systems
- Care For Our Customers
- Meet Our Stakeholder Aspirations
- Develop Our Staff And Culture
- Improve Our Business Results

1. Improve Our Systems

1.1 Overseeing and providing effective leadership and support of site staff to ensure business productivity and efficiency, including adherence to and development of our internal systems and procedures.

1.2 Under the direction of the Operations and General Manager/ Assistant Manager to play a key role in the attainment and maintenance of quality and safety awards such as Quest and Leisuresafe, ensuring a culture of continually improving standards is embedded within your staff team through effective planning and monitoring of performance.

1.3 Ensuring that all equipment is regularly checked and is fit for purpose, and that accurate records are kept and effective plans are made to address corrective actions arising from such inspections as required.

1.4 Effectively overseeing that standards are consistently maintained and that inspections are taking place by auditing and monitoring practices and paperwork and taking timely and effective corrective action where necessary.

1.5 Having responsibility for the ordering of requisite stocks of materials or equipment as directed, including the maintenance of stock control records and procedures.

1.6 Acting as a point of contact for all customer enquiries in the first instance either by telephone, email or face to face and contribute to the smooth running of the facility.

2. Care for Our Customers

2.1 Providing effective supervision of site staff to ensure that working standards are maintained, particularly with regards to safety and the standards of performance from staff on shift.

2.2 Helping to ensure that new staff and current staff under control receive the necessary training and induction appropriate to their post, i.e. Emergency Action Plan and Normal Operating Procedures.

2.3 Assisting in the adherence to systems that effect the safe environment of the visitor, i.e. regular checking of facilities, and leading in accordance with procedures in emergency situations and take corrective action where appropriate.

2.4 Along with the General Manager/ Assistant Manager, ensuring that all programmed activities are delivered as scheduled and by qualified, competent staff.

2.5 Ensuring that standards of cleanliness and customer comfort are maintained at a high standard at all times during opening hours.

2.6 Responding to customer enquiries professionally and in accordance with OCLL's customer care charter; your role is the primary contact for customers on your shift and as such you should demonstrate consistency and exceptional standards of customer service at all times.

3. Meet Our Stakeholder Aspirations

3.1 Contributing to the Trust's positive public image by ensuring that staff maintain a helpful and efficient approach with particular reference to the Company's equal opportunities policy

3.2 Maintaining and developing good working relationships with both internal and external customers including public, clubs and contractors.

3.3 Attending where appropriate, and contributing positively in meetings/events, occasionally deputising for line managers in their absence.

3.4 Attending site for out-of hours call-outs as part of the key-holder team.

4. Develop Our Staff and Culture

4.1 Leading by example in setting the tone and tempo of how staff undertake their allocated duties and uphold high standards.

4.2 Liaise with HR and the General Manager/ Assistant Manager to ensure that recruitment, induction and performance monitoring of individuals is undertaken thoroughly with care and in line with our policies and procedures.

4.3 Treating staff consistently with respect, offering support and guidance to help them carry out their duties effectively, and also challenging unacceptable practices and behaviours using the appropriate procedures.

4.4 Managing staffing levels and team performance closely to ensure the effective and efficient delivery of the service.

4.5 Ensuring absence management is controlled effectively and in line with corporate procedures.

4.6 Adhering to all of OCLL practices, polices and procedures particularly Financial Regulations and Standing Orders, Equal Opportunities, Child Protection, Data Protection, Disciplinary and Grievance and Health and Safety.

5. Improve Our Business Results

5.1 Maintaining focus on the performance and profitability of the site budgets, working with the General Manager/ Assistant Manager to share information in a way that engenders collective responsibility among the team.

5.2 Responding positively and quickly to address areas of poor or diminishing performance, with the support of HR and the General Manager/ Assistant Manager using the appropriate channels of reporting.

5.3 Ensuring all publicity, including the website, is kept up to date, and engaging, and ensuring that advertised activities are always delivered as advertised and to a high standard.

5.4 Ensuring secondary spend opportunities are maximised and that merchandising of goods is always maintained at a high standard.

5.5 Working closely with the General Manager/ Assistant Manager in managing budgets carefully and controlling costs effectively, particularly in areas of most significance such as staffing and utilities.

5.6 Working closely with the General Manager/ Assistant Manager to ensure all programmed sessions being delivered are profitable.

5.7 Supervising effectively to ensure proper accounting and reconciliation of daily cash receipts during evenings and weekends in accordance with OCLL Financial Regulations and Standing Orders

5.8 Undertaking other necessary duties and responsibilities, as required, that are commensurate with the role, including deputising for the General Manager/ Assistant Manager in their absence.

Responsible to: General Manager/ Assistant Manager

Responsible for: All staff on shift

Person Specification: Team Leader

Ranking: A = Essential at outset B = Essential but support can be given to achieve C = Desirable

Area	Requirement	Method of Assessment	Rank
Education and Qualification	STA / RLSS Current National Pool Lifegua Qualification	Application form / Qualifications brought to the interview	A
	ISRM Pool Plant Operators or equivalent	Application form / Qualifications brought to the interview	A
	First Aid at Work Qualification	Application form / Qualifications brought to the interview	A
	Emergency Responder + Qualification or equivalent	Application form / Qualifications brought to the interview	A
	Certificate in Leisure Management or equivalent NVQ L2 qualification	Application form / Qualifications brought to the interview	B
	CIMSPA Health and Safety Management or equivalent	Application form / Qualifications brought to the interview	B
	Fire Marshal Training	Application form / Qualifications brought to the interview	C
	Degree or relevant qualification at NVQ L3 or above	Application form / Qualifications brought to the interview	
		Application form / Qualifications brought	

		to the interview	
Work Experience	Previous experience employed as a line manager of staff Previous experience in the leisure industry	Application form / Interview Application form / Interview	A A

	Demonstrable knowledge of working with Legends	Application form / Interview	B
	Understanding and appreciation of the importance of excellence in customer care, and experience of dealing with difficult situations	Application form / Interview	A
	Experience of budgetary management and improving financial performance	Application form / Interview	B
	Experience of achieving and working within quality management frameworks, such as QUEST and Leisuresafe	Application form / Interview	B
	Demonstrable knowledge of Health & Safety legislation within the leisure industry	Application form / Interview	A
Skills and Abilities	Possess strong leadership, motivational and team-building skills	Application form / Interview	A
	Possess excellent numerical ability, including the capacity to present data in a way that is easy to understand, and also the capacity to interpret complex data	Application form / Interview	A
	Have an excellent working knowledge of and office applications	Application form / Interview	A
	Have an ability to work with management information software in order to track performance	Application form / Interview	B
	Possess strong written and verbal communication skills, including the ability to present to people when necessary	Application form / Interview	C
	Ability to prioritise workloads and plan effectively	Application form / Interview	A

Personal Qualities and	Able to work with little or no supervision	Application form / Interview	A
Attributes	Have high personal standards, an eye for important detail, and lead by example	Application form / Interview	A
	Able to work as part of a team	Application form / Interview	A
	Approachable and friendly personality	Application form / Interview	A
	"Can Do" attitude & flexible approach to work, including acceptance of the need to work unsociable hours	Application form / Interview	A
	Tenacious energy to resolve issues when necessary	Application form / Interview	A