IPSWICH
BOROUGH COUNCIL

Ipswich Borough Council
Job Description: **G17**

Duty Supervisor

Main Purpose of Job

To supervise the efficient day-to-day operation of the facility, maintaining the highest standards of customer care and service whilst ensuring the Health and Safety of the facilities customers and staff.

Main Duties

1. To supervise and support staff in all areas of the facility whilst on duty, ensuring that the highest standards of customer service are maintained at all times.

2. To plan and review staffing levels on a weekly basis to ensure that minimum staffing levels are maintained in order to comply with Health and Safety requirements and meet the needs of the service.

3. To supervise the effective implementation of cleaning plans and schedules to ensure the highest levels of cleanliness and hygiene are maintained throughout the complex at all times.

4. To monitor and review the efficient and effective implementation of established systems of work whilst on duty taking appropriate remedial actions where required to address any system failures.

5. To supervise and oversee all day-to-day administrative duties involved with the cashing up, reconciliation and banking of monies in accordance with established facility and audit procedures.

6. Undertake basic pool plant operation duties in accordance with established systems of work including the identification and reporting of faults, pool water testing and recording of results.

7. Ensure that all Health and Safety systems and guidance are complied with at all times.

8. To ensure that good customer relations are maintained and that customer's complaints or comments are dealt with in a positive, efficient and effective manner.

Such variations as may be required from time to time without changing the general character of the duties shown above or the level of responsibility entailed.

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Job Title: Duty Supervisor

Person Specification

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESMENT
Qualifications	1 A level or 5 GCSEs (grades A – C) including Maths and English or an NVQ Level 3 in a leisure related subject or 2 years qualitative experience. First Aid at Work certificate Automated External Defibrillation Certificate	NEBSM Certificate Managing Health and Safety Qualification Pool Plant Operations RLSS NPLQ– evidence of continuous training to support the qualification	Certificates and Application Form
Relevant experience	Experience of working in a similar environment Experience of supervising members of staff Experience of working in a frontline customer service environment Experience of working in a team to achieve shared objectives	Knowledge of and experience of Health and Safety in the workplace Experience of handling and reconciling monies Experience of coaching sport and Sports Development Experience of conducting staff one to one meetings and yearly reviews	Application Form and Interview
Specialist knowledge	Working knowledge of Microsoft Word/Excel/Outlook or databases Understanding of Safeguarding	Experience of using XN Computerised Booking System Experience of using PowerPoint Knowledge and understanding of Pool Plant Room operations	Application Form and Interview

Personal skills	Active listening skills eg when dealing with complaints or people who are upset Able to establish rapport with customers Ability to organise and prioritise workload and achieve objectives whilst managing competing pressures Capable of working effectively without day to day supervision	Ability to problem solve and use initiative when faced with difficult and sensitive situations.	Interview
Special working conditions	Unsocial Hours Irregular Hours This post requires an Enhanced CRB Disclosure		Interview