

**Job Description and Person Specification**

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| Post Title | **Team leader (Sport and Leisure)** |
| Post Level | **Service Delivery level 3** |
| **Service Area** | *Sport and Leisure*  |
| **Grade** | **Grade 9** |
| Post Level Descriptor |
| Will manage a group of staff in day to day delivery of services. Allocation of workload and staff management. Will be a role model and ensue staff are living the organisational values of:Aspire to be betterEnable othersDeliver on promises |
| Purpose of the Post |
| * To manage a medium team of employees across a number of functions following the Council’s HR policies and processes.
* To account for a small to medium budget.
* Schedule and allocate work for the team(s) on a medium term basis
* Plan events and/or projects over the medium term
* Contribute to the development of longer term plans and projects.
* Responsible for the day to day use and maintenance of equipment used by the team.
* Responsible for stock control and the ordering of goods/supplies of the same type
* To ensure regular two way communication and engagement with the team
* To take responsibility for the Health and Wellbeing of the team.
* To ensure the team maintain high performance and are clear on objectives through one to one supervision and the IPR process. Encouraging personal development, flexibility and responsibility
* To ensure self and team have the highest regard for customer service whilst understanding the need to effectively manage the demand for services
* To always portray a positive image of the Council to employees and customers and deliver on promises
* To ensure the team aware of Council services available and able to sign post customers as required.
* To fulfil responsibilities as a corporate parent
* Ensure the team’s work location meets general health and safety standards and is presentable at all times and to ensure the team are aware of health and safety responsibilities
* To take a proactive approach to self development and keep an up to date working knowledge of best practice associated with the area of work.
* To be responsible for the overall performance of the team and all associated Human Resource related matters.
* To embrace opportunities for change and to encourage new ways of working including the use of technology
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| Service Specific Tasks |
| * To effectively manage the day to day operation of a multifunctional leisure facility
* To have ‘Designated Building Representative’ responsibility for the buildings within the Indoor Sport & Leisure portfolio
* Be the managerial presence in the absence of the Operational Manager.
* To support the Operational Manager in the development and delivery of specific areas within the service.
* To manage and develop services and buildings in a way that maximises commercial opportunities
* Commit to working towards the borough’s Public Health and Well-being priorities
* To fully operate and maintain the pool plant and chemical control in order to ensure customer safety and health and safety compliance.
* To work shift patterns inclusive of evenings and weekends as required by the post at various locations determined by the needs of the service.
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| Performance Standards |
| * The need to adhere to Council’s Policies and specifically the Equal Opportunities Policy, Health & Safety Policy and the Code of Conduct
* The need to comply with the Freedom of Information Act 2000 in relation to the management of Council records and information
* The need to comply with the Data Protection 1998 and the principles enshrined within it in respect of personal information held by the Council
* The need to observe and implement the Authority’s information governance policies and procedures, including the security of information assets and data.
* Willing to carry out a similar job role in other service areas as required.
* Demonstrates flexibility in their approach to work
* Creates an environment which enables individuals to speak up and challenge.
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| Competency Requirements |
| **Engaging People** - Level 2Proactively listening and conveying information/ideas in a variety of ways to engage people and stay connected.**Delivering On Or Promises** Level 2Creating the right environment for teams and individuals to perform at their best, ensuring performance is monitored, evaluated and prioritised effectively.**Delivering On Customer Outcomes** Level 2Delivering a customer focused service across the team.**Enabling Change** Level 2Creating and enabling an environment that encourages the acceptance of change within teams.**Aspiring To Be Better** Level 2Enabling the right environment for teams and individuals to show high levels of self awareness to perform at their best.**Working Together** Level 2Promoting collaborative relationships with others to deliver an excellent customer focused service. |

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| **Person Specification** |
| **Responsible To** | Operational Manager |
| **Responsible For** | Leisure AssistantsSwimming TeachersFitness and GP Referral InstructorsCleanersReceptionistsSwimming TeachersCoaches |

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| **Factor** | **Essential** | **Desirable** | **Assessment means** |
| **Skills, Knowledge and experience**  | Ability to use skills and knowledge in order to resolve specific issues and develop short to medium term plans Ability to contribute to the development of longer term plans and more complex solutionsAbility to manage a range of different teamsAbility to follow and apply Human Resource policy and guidanceExperience of managing peopleExperience of budget managementExperience of managing changeAbility to cope with a variable workload, prioritise tasks, work under pressure and meet challenging deadlinesMust have a background in and an appreciation of the values of sport and physical activity, health and well-being. | An appreciation of modern leisure management within a local government contextAbility to demonstrate clear, strong and effective leadershipComputer literate  | Application form and Interview |
| **Qualifications and Training** | Good general school educationCIMSPA Pool Plant Operators certificate Specialised training with different aspects of Leisure (i.e H&S, customer care, safeguarding) | Member of CIMSPAQualified to degree levelEvidence of CPD in service specific subjects  | Application Form |
| **Special Requirements** | 3 years experience in a leisure facility environment which must include supervisory responsibilitiesMust be prepared to travel to all parts of North Tyneside  | Hold a current management/ supervisory position in a leisure environment Experience in coaching staff and developing their skills | Application Form and Interview |