



Falkland Islands Government – Job Description

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| Job Title: | Duty Supervisor | | |
| Department: | Development & Commercial Services | Section: | Leisure Centre |
| Reports to: | Leisure Centre Manager | | |
| Grade: | Falkland Islands Government – F | Job Code: | 257DS3 |

Job Purpose:

To take direct responsibility for ensuring a safe, clean and welcoming environment for staff, school pupils and general public and to take total charge of the Leisure Centre when the Deputy or Centre Manager are absent.

Job Facts & Figures:

Stanley Leisure Centre is a multi-purpose, dual use recreation facility comprising a 25m heated indoor Swimming Pool, Sports Hall, Fitness Room, Squash Court and an outside Football Pitch.

Main Accountabilities:

- Supervise completion of daily tasks by the leisure team, carrying out daily checks on facilities ensuring the building is safe, clean and fit for use by customers
- Support an efficient and high-performing lifeguard team, working with the Deputy Manager and Centre Manager to ensure the rota is proactively staffed, shifts are clear and communicated
- To be responsible for direct staff supervision when on duty and when the Deputy or Centre Manager is absent in order to ensure maximum enjoyment of facilities by the public.
- Support the management of the pool plant operation, ensuring regular maintenance tasks and checks are reported daily, weekly and monthly according to schedule
- Support the Deputy Manager and Centre Manager in ensuring health and safety of the Leisure Centre facilities, ensuring safe working best practices and compliance with legislation, including reporting of accidents, incidents and near misses, hazards, damage or reporting of maintenance issues to the Deputy Manager or Centre Manager
- Requirements to cover lifeguard and teaching shifts where there are gaps to ensure ongoing operations.
- To ensure that Normal Operating Procedures and Emergency Action Plans are adhered to when on duty in order to ensure the safety of the staff and general public.
- Support the delivery of excellent customer service via an efficient duty management service, dealing with enquiries and bookings, and collecting customer feedback
- To play an active role in the In-Service Training of Leisure Centre staff in order to maximise the efficiency of the Centre and ensure the completion of Personal Development plans for sports attendants
- To play an active part in maintaining the security of the buildings and equipment thus protecting FIG's investment in the Centre.
- To play an active part in the general supervision of activities taking place in the Centre to ensure the safety of the general public.



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Main Accountabilities continued:

- To work directly alongside the Leisure Centre Manager ensuring other staff develop professionally through an agreed career structure.
- To take a leading role in the planning and promoting of sporting/leisure events organised by the Leisure Centre thereby encouraging quality use of the centre and its facilities for a large cross-section of the community.

The job description is not an exclusive or exhaustive definition of your duties. You shall undertake such additional or other duties as may reasonably be required by FIG commensurate with your role and grade.

Additional Information:

The normal working week regularly includes unsocial hours, weekends and public holidays.

Criminal Record Checks - This post is regarded as a sensitive post

All applicants for Government posts will be asked to disclose convictions upon application. Criminal records will only be considered for recruitment purposes when the conviction record is relevant. Having an 'unspent' conviction will not necessarily bar a candidate from employment. This will depend on the circumstances and background to the offence(s).

Any information given will be completely treated as confidential and will be considered only in relation to the post to which the application refers. Failure by a candidate to reveal information that is directly relevant to the post applied for could lead to the withdrawal of an offer of employment.

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| Person Specification: | Duty Supervisor | | |
| Criteria | Essential | Desirable | Assessment Method |



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| Education and Training: | | | |
| GCSE's at Grade C or above in Maths and English | ✓ | | A/I |
| Current NPLQ (National Pool Lifeguard Qualification) or equivalent | ✓ | | A/I |
| First Aid at Work Certificate (can be attained in-house) | ✓ | | A/I |
| Pool Plant Operator Certificate (can be attained in-house) | ✓ | | A/I |
| Swimming Teacher Qualifications – ASA or STA (can be attained in-house) | | ✓ | A/I |
| RLSS NPLQ Trainer Assessor | | ✓ | A/I |
| CMI or ILM Level 2 Supervisory Management Qualification or equivalent | | ✓ | A/I |
| Knowledge, Skills and Experience: | | | |
| Working knowledge of health and safety best practice and legislation in leisure facilities | ✓ | | A/I |
| Experience working in a customer facing environment, providing the highest levels of customer service across a range of clientele, managing communications and resolving conflict | ✓ | | A/I |
| Experience supervising and/or line managing staff, including training and induction | ✓ | | A/I/R |
| Experience carrying out lifeguard observations and competency tests | | ✓ | A/I/R |
| Experience managing external suppliers to support delivery of essential services | | ✓ | A/I/R |
| Computer literate and comfortable using Microsoft Office applications | ✓ | | A/I |
| Experience of using leisure booking programmes such as LMS (Leisure Most System) | | ✓ | A/I |
| Experience operating a pool plant and undertaking water tests – (training will be provided) | ✓ | | A/I |
| Experience teaching children and young people how to swim | | ✓ | A/I |
| Experience working within a busy sports facility | | ✓ | A/I/R |
| Personal Attributes: | | | |
| Customer centric mindset with exceptional customer service skills | ✓ | | I/R |
| Good organisational skills and meticulous attention to detail | ✓ | | I/R |
| Self-motivated with a positive attitude, growth mindset and keen willingness to develop | ✓ | | I/R |



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| Articulate communicator with a confident telephone manner and good written skills | ✓ | | A/I/R |
| Collaborative team player; with a willingness to work effectively with others | ✓ | | A/I/R |
| Able to work independently, demonstrating proactivity and initiative | ✓ | | A/I/R |
| Impeccable work ethic with a practical, flexible and dynamic approach to work | ✓ | | A/I/R |
| A composed demeanour, able to keep calm under pressure and solve problems when they arise, efficiently and effectively | ✓ | | A/I/R |
| Absolute discretion and ability to maintain confidentiality | ✓ | | A/I/R |
| Passionate and demonstrably committed to improving the lives of children and young people | ✓ | | A/I/R |
| Capacity to prioritise tasks effectively, meet deadlines and to work on own initiative unsupervised to meet deadlines as required. | ✓ | | A/I/R |

Method of assessment:

A - Application Form

I - Selection Interview

R – Reference