

JOB DESCRIPTION Operations Supervisor

Job Title:	Operations Supervisor	Present Grade:	4
Department/College:	Sport, Facilities		
Directly responsible to:	Assistant Operations Manager		
Supervisory responsibility for:	Recreation Team, Reception Team		
Other contacts			
Internal:			
The post holder is required to liaise with a wide range of administrative and support staff including:			
<ul style="list-style-type: none"> • Facilities (all services) • Safety Office • People and Organisational Effectiveness • Marketing and Communications 			
External:			
<ul style="list-style-type: none"> • Local Education Authority • Local teams & Clubs • National Governing Bodies • Local Authority • Emergency Services • Suppliers • Contractors • External maintenance teams 			
Job Purpose: To lead the day to day shifts within the Sport Lancaster Facilities. To ensure safe and effective working practices are in place which are delivered to an exceptional level of customer standards. To lead and motivate the recreation and reception teams in the delivery of the operational strategy.			
Major duties:			
Customer			
<ul style="list-style-type: none"> • To provide excellent customer service both personally and via the facility staff to all customers and visitors to the facility • To assist the Assistant Operations Managers in monitoring the effectiveness of the Service through the customer feedback process, responding appropriately to enquiries regarding bookings, complaints etc • To attend meetings and forums to contribute to the development of Sport Lancaster 			
People			
<ul style="list-style-type: none"> • To be part of the team implementing and delivering team training, ensuring all operational staff show continued competency in their roles • To ensure the University's PDR process is in place and completed for your staff, carrying out reviews of teams either individually or in small groups • To record the attendees of the weekly lifeguard training programme and be involved in the training of those staff where qualified to do so • To contribute, in conjunction with relevant personnel, to the recruitment process 			

- To assist, and lead where relevant, with the induction and day-to-day management of such staff

Operations

- To have day to day responsibility for the Recreation and Reception team implementing their operational procedures and work practices, and in the absence of a Assistant Operations Manager, take responsibility for the operation of the facility, and all shift teams.
- As a leader in the Operations team, to act as a key holder and open / lock up the Sport Lancaster facilities, ensuring the buildings remain secure at all times
- To undertake all the duties of a Assistant Manager and the Recreation and Reception Teams as required.
- To maintain a lifeguard qualification and act as a lifeguard.
- To act as a nominated First Aider and Fire Warden.
- To cover breaks, when required, on reception and elsewhere across the Sport Lancaster Facilities.
- To contribute to the preparation of team rotas and ensure that sufficient cover is maintained, including evening and weekend requirements
- To be responsible for daily inspection and set up of the facilities and equipment from a health and safety perspective, ensuring facilities are 'fit for play and purpose'
- Where necessary, to arrange for repairs to be carried out and to monitor this process, liaising with the Assistant Operations Managers where required
- To ensure that the Swimming Pool is adequately staffed at all opening times, following the guidelines laid down by Sport Lancaster
- To assist in the efficient running of the swimming pool plant room in accordance with procedures directed by the Operations Manager (Facilities) and Estates, liaising with Estates and specialist pool contractors where necessary to ensure any problem relating to the Pool plant is rectified quickly
- To assist in maintaining pool water to a clean, high standard, ensuring regular daily water tests are done, backwashing if required and control over which equipment has access to the pool
- To ensure the cleaning programme for the Pool, Sauna, Steam Room and associated areas is carried out to the highest standards
- To ensure the Pool Storerooms, Chemical Rooms and Plant Room are kept in accordance with designated procedures
- To monitor cleaning and maintenance standards across the relevant sports facilities, ensuring high standards are maintained
- To proactively contact Estates Services to attend to urgent repairs and maintenance issues and to report any other defects to a Duty Manager.
- To monitor bookings made on the Leisure Management System for all facilities, ensuring facilities are available on time, when booked
- To monitor facility use and record information to inform decisions on programming and effective use of space

Health and Safety

- To help supervise the sports facilities to ensure safe and effective use of the space and equipment, and that good behaviour is upheld at all times.
- To ensure a safe, clean and welcoming environment for all customers of the Sport Lancaster facilities
- To work within and ensure adherence to the University and Sport Lancaster's Health and Safety and Equality and Diversity policies

- Any other duties as may reasonably be required, consistent with the grade of the post