

## PERSON SPECIFICATION Operations Supervisor

Criteria	Essential/ Desirable	Application Form / Supporting Statements/ Interview *
Significant experience working in a Sport or Leisure Facility in a supervisory capacity, with drive and enthusiasm for sport and physical activity	Essential	Supporting statements / Interview
Current RLSS Lifeguard qualification or equivalent, or ability to pass within first 3 months	Essential	Supporting statements / Interview
First Aid at Work, or ability to pass within first 3 months	Essential	Supporting Statements/ Interview
Pool Plant Operators Certificate, or ability to pass within first 3 months	Essential	Supporting Statements/ Interview
Experience of monitoring and maintaining high standards in facility presentation, customer service and commitment to high quality customer care	Essential	Supporting Statements/ Interview
Ability to work independently and within a team environment	Essential	Interview
Excellent communication and inter-personal skills, with the ability and willingness to inform persuade, influence and motivate others in a helpful manner	Essential	Interview
Ability to maintain a positive attitude, work under pressure and manage conflicting priorities	Essential	Interview
Computer literate, with excellent numeracy and literacy skills	Desirable	Supporting statements
RLSS Trainer Assessor or equivalent	Desirable	Supporting statements
Knowledge of COSHH / Risk Assessment process.	Desirable	Supporting statements
Be willing to undertake further training and learn new skills	Desirable	Supporting statements

- **Application Form** – assessed against the application form, curriculum vitae and letter of support. Applicants will not be asked to answer a specific supporting statement. Normally used to evaluate factual evidence eg award of a qualification. Will be “scored” as part of the shortlisting process.
- **Supporting Statements** - applicants are asked to provide a statement to demonstrate how they meet the criteria. The response will be “scored” as part of the shortlisting process.
- **Interview** – assessed during the interview process by either competency based interview questions, tests, presentation etc.