



SHIFT LEADER

Pay Band D / SCP 5 - 6

£18,795.00 - £19,171.00

Various Contracts and Hours Available

Halewood Leisure Centre

Job reference: V61

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Dear Applicant

Post of Shift Leader

Thank you for your enquiry about the post at Volair Ltd.

Please find enclosed further details about the post and an application form for you to complete and return by **5 pm on Friday 10 May 2019**.

Interviews are likely to take place within four weeks of the closing date. If you have not heard by then you should assume that your application has been unsuccessful. If you would like receipt of your application to be acknowledged, please enclose a stamped addressed envelope with your completed form.

Volair Ltd places great importance on maintaining high levels of attendance at work and all facilities operate under well-established guidelines to monitor and control absence. If you are successful at interview, Volair Ltd will be seeking references and your present or last employer will also be asked to give details of your sickness and attendance record over the last two years.

If you require any assistance during the selection process due to a disability, please contact me as soon as possible on telephone number 0151 443 4160. For example you may need a sign language interpreter, require an accessible interview room, or need help completing a written application (taped applications may be submitted by prior agreement).

Please note that Volair Ltd will disqualify any applicant who directly or indirectly seeks or canvasses the support of any Councillor for any appointment with the Council.

You should email your application to: hr@volair.org.uk

I look forward to receiving your application and thank you for your interest in this post.

Yours faithfully

Clare Kerr

Clare Kerr
HR, Pensions and Payroll Administrative Officer

Our shared vision - to make Knowsley: *The Borough of Choice*

“We want Knowsley to have a sustainable and diverse population with successful townships that provide a sense of place and community.”

CORE VALUES:			
Act with integrity	Being accountable	Openness and transparency	Respect for people
<ul style="list-style-type: none"> ▪ Demonstrates honesty, reliability and trustworthiness ▪ Does the ‘right’ thing ▪ Demonstrates consistency ▪ Acts according to a consistent set of morals, values and principles at all times 	<ul style="list-style-type: none"> ▪ Acknowledges and assumes responsibility for actions and decisions ▪ Takes ownership and responsibility for resulting consequences and does not seek to apportion blame on others 	<ul style="list-style-type: none"> ▪ Makes decisions in an open and transparent manner ▪ Shares information whenever possible ▪ Explains when information can’t be shared ▪ Is open to new ideas and new ways of working 	<ul style="list-style-type: none"> ▪ Champions equality and diversity with all people at all levels ▪ Treats people in the way they would like to be treated ▪ Values people and their contributions ▪ Shows consideration for others through thought and action

JOB DESCRIPTION	
JOB TITLE	Shift Leader
GRADE	Band D (Inclusive of all weekend, out of hours, evening and Bank Holiday working)
DIRECTORATE	Volair Ltd
SECTION/TEAM	Active Leisure Services
ACCOUNTABLE TO	Assistant Facility Manager
PLACE OF WORK	A base will be allocated however the post holder is expected to work in any Council facilities or other partnership working agencies.
RESPONSIBLE FOR	Lifeguards and Leisure Attendants
DATE REVIEWED	9 th July 2010

Purpose of the job

1. To assist, support the Active Leisure team to ensure the effective and efficient management of the Active Leisure Services.
2. To act in a first line supervisory role as part of a Duty Officer Team at one of the Borough's Centres and in the absence of the Duty Manager accept control of the building.
3. To assist in the efficient running of the centre and the supervision in all aspects of staffing, Health and Safety, customer care, administration and security.
4. To ensure the centre is run in a smooth and efficient manner and to maintain safe and hygienic conditions during the period of duty.
5. To ensure that customers have a safe and enjoyable experience and that standard of service meets with their expectations and those of the company.
6. To support in the delivery of all commercial KPI's and make a valuable contribution to the Active Leisure Scorecard maintaining up to date knowledge of key strategies set by the Active Management team.

Duties and responsibilities

1. To assist the centre to meet its performance targets/outcomes with a key focus on customer service.
2. Ensure cleanliness and tidiness of facilities, in accordance with laid down schedules, via routine patrolling of all areas of the centre, advising management of any problem areas.
3. Maintaining adequate staffing levels in all areas with special regard for Health & Safety.
4. To act in a manner that is credible, professional and promotes Knowsley Borough Council in a positive manner, adhering to its policies and culture.
5. To maintain a high standard of dress and hygiene with supplied corporate uniform and name badge to be worn at all times.
6. To carry out pool water tests and emergency equipment safety tests at pre-stated times and frequencies.
7. To ensure the satisfaction of customers at all times
8. To maintain high standards of hygiene and cleanliness in public and non-public areas (internal and externally as applicable).
9. To assist in the preparation of the facilities for events and functions.
10. To assist in the issuing of cleaning materials and stock to vending, maintaining adequate levels at all times.
11. To attend the vending machines should assistance be required.
12. To monitor Leisure Attendants/staff in the undertaking of all pre designated work tasks.
13. Control of facilities (including changing rooms and toilets)
14. Issuing and safeguarding of clothes and personal belongings
15. Assembling and dismantling of equipment (including sports and exhibition displays)
16. Responsibility for directing the activities and behaviour of users to prevent injury, misuse and damage to facilities or equipment.
17. To give trained assistance to Leisure Service users in difficulties.

18. To be familiar with administrative, financial and booking procedures of the centre and ways of payment for facilities.
19. At various times the Shift Leader will be responsible for or may be required to carry out the under mentioned duties;
20. Receipt of stock.
21. Monitoring of stock control systems as applicable.
22. Maintenance of plant and equipment (under direction)
23. Monitoring of staff and public when on duty.
24. To identify public needs/wants by maintaining close contact with the general public monitoring of their needs and responding accordingly.
25. To constantly monitor and review performance to ensure there is continued development and improvement
26. To work in partnership with other Council departments, private voluntary groups and other outside organisations/partnership agencies.
27. To achieve and work towards a recognised Quality Service benchmark award.
28. To undertake any other duties that may be required by the Management team consistent with the grade and responsibilities of the post.
29. To ensure essential qualifications are kept valid and adequate training sessions are attended to achieve this.
30. To follow a programme of regular continual professional development.
31. To train in a full range of Reception duties and be able to cover Reception as & when required.

Other

1. To undertake any other duties commensurate with the post and grade which contribute to the general purpose and objectives of the Directorate
2. The role will contribute to ensuring the operation of facilities throughout the Borough as a whole run smoothly and therefore flexibility in place of work is paramount on a daily basis. Any movement will be as part of the working conditions and no allowance will be incurred.
3. To work pro-actively towards creating a positive environment to work embracing the Councils commitment to Equality and Diversity.

4. To ensure uniform and name badge is worn at all times whilst in work and worn in the appropriate manner.

Health and Safety

1. To ensure compliance with all relevant Health and Safety regulations and policies.
2. Manage Health and Safety in relation to all Active Leisure facilities.
3. Ensure that all leisure centre equipment is cleaned and maintained in accordance with manufacturer's guidelines and industry best practice.
4. To have a thorough knowledge of the centre's Health and Safety policies and procedures; including Risk Assessments, NOP's and EAP's, COSHH, Pool Plant and other Operational Procedures.

	<i>Review Arrangements</i>
	The details contained in this job description reflect the content of the job at the date it was prepared. It should be remembered, however, that it is inevitable that over time, the nature of individual roles will change, existing duties may no longer be required and other duties may be gained without changing the general nature of the duties or the level of responsibility entailed. Consequently, Knowsley Borough Council will expect to revise this job description from time to time and will consult with the post holder at the appropriate time

Person specification			
Post title	Shift Leader	Grade	Band D (Inclusive of all weekend, out of hours, evening and Bank Holiday working)
Directorate	Volair Ltd	Section/team	Active Leisure

Criteria	<i>Essential requirements</i>	* M.O.A
Skills, knowledge, experience etc		
1	Ability to embrace the values of Volair Ltd	A/I
2	Demonstrate supervisory experience, ideally in a sport and leisure environment.	A/I
3	Demonstrate a good understanding of people supervision.	A/I
4	Demonstrate a good understanding of marketing and promotions.	A/I
5	Demonstrate a good understanding in working with partners.	A/I
6.	Demonstrate a good understanding of effective leadership skills.	A/I
7.	Experience in directing and motivating staff in the execution of their duties.	A/I
8.	Demonstrate a good understanding of Volair Ltd's procedures.	A/I
9.	Demonstrate knowledge and understanding of the Volair Ltd's Vision and Values.	A/I
10	Adequate written and oral communication skills including presentations.	A/I
11.	A passion for customer service and ensuring the satisfaction of customers.	A/I
Qualifications		
12.	Committed to working towards the pool plant operators level 2 qualifications	A/I
13	To work towards achieving first aid at work qualification	A/I
14	To work towards ILM level 2 qualification	A/I
15.	To hold and maintain the NPLQ lifeguard qualification.	A/I/C
Health and safety		
16.	Demonstrate a good understanding of the Department's Health and Safety policies.	A/I
Personal attributes and circumstances		
17	Commitment to continual professional development	A/I
18	Flexibility to work evening, weekends and Bank Holidays as required.	A/I

19	Flexibility to work in any Knowsley facility as and when the business requires.	A/I
20	Knowledge of health and safety issues and procedures.	A/I

***Method of assessment (*M.O.A)**

A = Application form

C = Certificate

E = Exercise

I = Interview

P = Presentation

T = Test

AC = Assessment centre

Date	Approved by authorised manager	Designation
5/1/12	Derek Jones	Head of Leisure and Culture Operations

Where the post involves working with children, in addition to a candidate's ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children, including:

- **Motivation to work with children and young people**
- **Ability to form and maintain appropriate relationships and personal boundaries with children and young people**
- **Emotional resilience in working with challenging behaviours**
- **Attitudes to use of authority and maintaining discipline**



We have a positive attitude to the employment of disabled people and guarantee an interview to those who meet **all** the necessary criteria of the person specification.

Conditions of Service

Post	Shift Leader
Employment status	Various contracts available
Grade	Pay Band D / SCP 5-6
General	The conditions in the National Joint Council for Local Authority Services (Green Book) will apply.
Hours of work	Various hours available
Salary	£18,795.00 to £19,171.00 (pro-rata)
Basic annual leave	158.40 (pro rata)
Medical	The successful applicant will be required to complete a medical questionnaire and may also be required to undergo a medical examination.
Training	Volair Ltd encourages training and development for all employees.
Pension	If eligible you will be automatically enrolled into the National Employment Savings Trust.