



## **Team Lead**

**RGU, RGU SPORT**

### **Job Summary**

An exciting opportunity has arisen for a proactive, self-motivated and highly organised individual to join the RGU SPORT staff team as Team Lead. You will be responsible for managing a team and supervising day-to-day operations of the centre including; customer service, cleaning, maintenance and health and safety. With a focus on ensuring activities and facilities operate efficiently and safely in order to provide the best customer experience.

The post-holder will have previous experience of leading/managing colleagues, have knowledge of good practice within sport facility management and will hold a First Aid Certificate. Understanding the importance of Health and Safety in the leisure industry is essential and the candidate should have the ability to deliver a high-quality service with minimum supervision. The post-holder will be expected to build effective working relationships with colleagues and should also be adaptable and flexible. They will have the ability to deal with customers and their queries and concerns.

You will have good knowledge of sport, physical activity and leisure fields and be preferably qualified in coaching or teaching at level 2 or above in one or more coaching/teaching/instructing/trainer assessor approved qualifications or equivalent in; gym instructing, exercise to music, lifeguarding (NPLQ); strength and conditioning (UKSCA), climbing (CWI), National Governing Body sport awards

This is a fantastic opportunity to gain relevant industry experience in a fast paced exciting environment through a period of development and also to gain continuing professional development

This post is subject to the individual being required to join the PVG scheme. For more information visit:

<http://www.disclosurescotland.co.uk/disclosureinformation/pvgscheme.htm>

Salary on first appointment is normally to the bottom of the scale, although in exceptional circumstances an appointment further up the scale may be considered

**This role will involve working unsociable hours including evening and weekend working to meet client requirements.**

Closing Date: 20 October 2019

## **Job Description**

**RESPONSIBLE TO:** Business and Membership Manager

**RESPONSIBLE FOR:** Sport Assistants

**PURPOSE OF POST:** To provide visible management of the operational team, ensuring activities & facilities operate efficiently & safely in order to provide the best customer experience.

### **PRINCIPAL DUTIES:**

Line Management of Sports Assistants, carrying out inductions, on the job training, and Employee Performance Reviews (EPR's).

Ensure effective and visible leadership of colleagues whilst on shift including but not limited to; directing Sports Assistants to carry out specified daily tasks, ensuring shifts are appropriately covered at all times, being responsible for building safety and security, ensuring regular checks are carried out to keep all areas in good condition and to prevent misuse, reporting any faults through appropriate channels to reduce the impact on customers and ensuring faults are fixed as soon as possible. Always providing excellent customer care and continual operational efficiency.

Lead the Sport Assistants via development groups on areas related to strategic areas of the business. Contribute to Operational work areas including: Operational Administration; Health and Safety management; Marketing and Promotion and Building Maintenance and Cleanliness as appropriate.

Manage and maintain specific areas of operational programme responsibility: group exercise, swimming pool or climbing wall, including financial aspects.

Develop allocated areas of responsibility in the RGU: SPORT Health and Safety work plan: Risk Assessments, SPORT Health and Safety work plan:

Risk Assessments, COSHH, PPE, Manual Handling, Accidents and Fire Evacuations.

Assure compliance with the University's policies and procedures including financial, cashing up and opening and closing procedures.

Attend regular colleague training (minimum of 1.25 hrs a month) and personal development sessions. Ensure that qualifications are updated as and when required.

Build effective working relationships with other colleagues within RGU SPORT and across the University.

This role may offer opportunities to: support on the Applied Sports and Exercise Science Degree; deliver Group Exercise Classes, Colleague Training, NPLQ Courses, and First Aid Courses; carry out Personal Training and Fitness testing.

Carry out other related duties as required.

## **Person Specification**

### **ESSENTIAL REQUIREMENTS**

#### **Qualifications and Professional Memberships**

Sport/Leisure or Management related degree or equivalent experience.  
First Aid at Work (or ability to gain within probation period).

#### **Knowledge**

Knowledge of good practice in relation to sport facilities management including Health and Safety compliance.  
Ability to utilise Microsoft and bespoke IT packages (e.g. Leisure management systems).  
Knowledge of current developments within sport, physical activity and leisure fields.

#### **Experience**

Experience of contributing towards work areas which improve business performance.  
Experience of leading and/or managing colleagues  
Experience of applying Team and Personal Motivational Skills  
Experience of being customer focussed and working in a busy facility.

Experience of delivering in key work areas such as; customer service, sales, marketing and building maintenance.

Evidence of Continued Professional Development

## **DESIRABLE REQUIREMENTS**

### **Qualifications and Professional Memberships**

Lifeguarding (NPLQ).

Level 2 or above in coaching/teaching/instructing/trainer assessor approved qualifications or equivalent in; gym instructing, exercise to music, strength and conditioning (UKSCA), climbing (CWI), National Governing Body sport awards.

Pool Plant Operator's certificate.

Hold a full UK driver's license.

### **Knowledge**

Knowledge of the Higher Education Sector

### **Experience**

Experience of Sport and Physical Activity Project Management

Experience of appraising and advising colleagues on performance

Experience of delivering training

Experience of working within the commercial fitness sector

Experience of aquatic facility operations.

The role involves shift working which will vary from 5.30am until 10.15pm.

Weekend working will be required.

### **Behaviours**

**Behaviour 1 - Team Development:** Experience of providing advice or guidance to new starts; delivering training or instruction to others on specific tasks or activities; identifying the training and development needs of the team and carrying out performance appraisals

**Behaviour 2 - Planning & Organising:** Experience of planning, prioritising and organising the work of yourself and others (within own area) on a daily, weekly or monthly basis, whilst ensuring the effective use of resources

**Behaviour 3 - Team Work & Motivation:** Experience of being a team leader, agreeing clear team objectives and organising and delegating tasks according to individual abilities

**Behaviour 4 - Pastoral Care and Welfare:** Experience of calming and reassuring those with work/study related problems who may be experiencing distress; dealing with difficult welfare situations or confidential matters

**Behaviour 5 - Communication:** Ability to receive, understand and convey both straightforward information, and information requiring careful explanation, in a clear and accurate manner

**Behaviour 6 - Decision Making:** Experiences of using own judgement to make decisions; making collaborative decisions with others to reach conclusions; providing advice or information that will influence the decisions of others

**Salary:** 28331.00 - 30046.00 GBP per Year

**Position Type:** Full Time , Permanent 52 Week 37.0 Hours per Week

**Closing Date:-** 20 October 2019