**JOB DESCRIPTION**

**JOB TITLE: Operations Supervisor**

**RESPONSIBLE TO: Sports Complex Manager, via Duty Manager**

**RESPONSIBLE FOR:** Operational Staff

**BACKGROUND:**

The College’s state-of-the-art Sports Complex comprises a 25-metre deck level pool, a 50-piece fitness suite, 2 glass-backed squash courts, an 8-court Sports Hall, climbing wall, a dance studio and a rifle range. In addition to serving the term time needs of the College and its students, the Sports Complex provides facilities for the local community, both in term time and in the school holidays.

Serving the needs of both these constituencies, Operations Supervisors fulfil a key customer focused role, leading the Operations Assistants team and providing operational support to the Duty Managers in running the Complex on a day to day basis. Operations Supervisors are also expected to fill in as Duty Managers when necessary.

**PURPOSE OF THE POST:**

* To lead the Sport Complex Operations Assistants team, allocating tasks to, and supervising, staff to ensure the smooth operation of the Complex and assisting with all aspects of the day-to day operation of the Complex;
* To supervise users of the Sports Complex, providing assistance, ensuring all equipment is used in a safe manner, helping to prevent accidents and ensuring that all plant and equipment is operated and used in a safe and effective manner;
* To ensure the highest standards of service delivery at all times;
* To undertake the role of a Duty Manager when needed (e.g. if a Duty Manager is sick or on leave).

**KEY DUTIES:**

* To take lead responsibility for specific management tasks to aid the operation of the complex as directed by the Sports Complex Operations Manager;
* To monitor pool water quality in line with relevant guidance and proactively maintain balanced pool water at all times;
* To undertake Fitness Suite supervision duties to cover breaks and busy periods;
* To undertake Duty Manager duties when necessary to cover absences;
* To assist with customer enquiries in a friendly and effective manner;
* To ensure the front of house function is supported at all times;
* To act as poolside lifeguard when required;
* To caution swimmers regarding unsafe practices;
* To rescue swimmers in danger of drowning and administer first aid;
* To maintain discipline in swimming areas;
* To conduct or officiate at swimming events as required;
* To maintain their National Pool Lifeguard qualification and personal fitness levels;
* To ensure all relevant health and safety procedures and licensing regulations are followed by users of the complex;
* To comply with all regulations as stated in standard operating procedures;
* To work as part of a team to ensure the smooth operation of the complex;
* To set up, take down and store equipment for events and activities, ensuring compliance with health and safety regulations;
* To store equipment in a safe and tidy manner in order to avoid damage to equipment and injury to staff. To report any defective equipment in the appropriate manner;
* To assist in the organisation of events, activities and children’s parties and playschemes;
* To ensure the highest possible standards of hygiene and cleanliness are maintained by carrying out routine and spot cleaning tasks as appropriate and in accordance with recognised health and safety practices including C.O.S.H.H. and manual handling policies;
* To attend staff training sessions and meetings where appropriate.

**PERSON SPECIFICATION:**

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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Education and Qualifications | * Minimum of GSCEs in Mathematics and English Language * National Pool Lifeguard qualification | * Leisure related qualification e.g. NVQ in Sport and Recreation or BTEC in Leisure and Tourism * Pool Plant operations qualification * First Aid at Work |
| Experience, Knowledge and Understanding | * A minimum of six months experience of working in a customer focused environment * Knowledge of Pool Plant operation | * Management of Health and Safety with regard to staff and public |
| Role Related and Personal Skills | * Computer skills (Word, Excel) * Excellent communication skills * Able to work well as part of a team * Must be fit and strong as work involves physical manual handling and cleaning |  |
| General | * Flexible and able to work unsociable hours if required |  |

**MALVERN QUALITIES**

All staff are expected to model and promote our Malvern Qualities, which are:

* Resilience
* Self – Awareness
* Open-mindedness
* Kindness
* Collaboration
* Risk-Taking
* Curiosity
* Ambition
* Independence
* Integrity
* Humility

**GENERAL REQUIREMENTS:**

In accordance with the provisions of the Health and Safety at Work Act 1974 (as amended) and the Management of Health and Safety at Work Regulations 1999 (as amended) you must take reasonable care not to endanger yourself or other persons whilst at work. You must co-operate with the College to enable it to comply with its legal duties for Health and Safety.

It should be noted that the above list of duties and responsibilities is not necessarily a complete statement of the duties of the post. It is intended to give an overall view of the position and should be taken as guidance only.

Malvern College is committed to safeguarding and promoting the welfare of its pupils and expects all employees to share this commitment.  Employees must, at all times, have regard to the need to safeguard and promote the welfare of children in line with the provisions of the Children Act 2004 (as amended) and Keeping Children Safe in Education (as amended) and be fully aware of, and understand, the duties and responsibilities that apply to their role in relation to these requirements. All employees must attend appropriate training in accordance with College and local Safeguarding Board stipulations.

**HOURS AND BENEFITS:**

* Hours – you will work 40 hours per week (shift pattern), hours to be worked generally between 6 am and 11 pm, Monday to Sunday. Staff may occasionally be required to work beyond 11pm to support events in the Sports Complex
* 5 weeks holiday per annum plus public holidays. Where public holidays are worked, time off in lieu will be given
* Contributory pension scheme with Scottish Widows (successful candidate will be auto enrolled after successfully completing 3 months service)
* Death in Service Insurance cover and Personal Accident Insurance cover
* Generous membership terms (family and personal) for the College Sports Facility.

**TO APPLY:**

Full details of working at Malvern College and our Application form can be found on our website: <http://www.malverncollege.org.uk/job-vacancies>

Applications should be sent to Human Resources, Malvern College, Malvern, Worcestershire WR14 3DF or via email to [humanresources@malverncollege.org.uk](mailto:humanresources@malverncollege.org.uk) by no later than noon on 10 December 2018. Interviews will be held on the 14 & 17 December 2018.

***You will be required to provide proof of your identity, right to work in the UK and qualifications during the selection process.***

***Malvern College exists to provide a quality all round education for pupils aged 13 – 18 and is committed to safeguarding and promoting the welfare of children and young people. Candidates must be prepared to undergo child protection screening and an Enhanced DBS check.***

***We will seek references on short-listed candidates that will include questions about past disciplinary actions or allegations in relation to behaviour with children and may approach previous employers for information to verify particular experience or qualifications before interview.***

**November 2018**