

ROLE PROFILE

Job Role:	Team Leader
Salary:	Grade C / D (dependant on complexity of site)
Competency Band:	2
Location:	Across KAL
Responsible To:	Site Operations Manager
Responsible For:	Various front line staff

Role Description

To be successful in the role of Team Leader at this level, it is likely that you already have significant experience at supervising buildings and people. For those who are up to the challenge, it could be the start of a successful management career with KAL.

Your primary aim is the delivery of excellent customer service, through effective supervision and leadership of all operational staff. You will be expected to ensure the smooth running of the centre's day to day activities and programme, whilst being responsible for the security, health and safety of the building and everyone in it. You will be expected to be the building key holder for your shifts and should be comfortable in your ability to make correct decisions regarding the running of the centre, in the absence of a manager.

Your role is hugely challenging. It requires pace, energy, resilience and high standards. You will be out and about and visible in the site, constantly checking that our cleaning and safety standards are being upheld by your team. If your team doesn't do it, you will have to! You'll need to prioritise quickly and be flexible enough to effortlessly move between tasks such as: providing first aid treatments, testing pools, performing checks, giving sales tours, finding cover for rotas, queue busting, cleaning, customer enquiries and cashing up (to name a few!) if it is happening within the building, you take responsibility for it. You will be doing the coordinating and overseeing that makes sure our customers have a truly excellent experience.

You'll also have some additional responsibility in supporting the site managers; this could include managing others and reviewing their performance, and some health and safety management tasks. In smaller sites you might work closely with the Assistant Operations Manager/Operations Manager and hold some additional responsibilities, whatever you are asked to do, you always do it with our customers as priority.

If you are working at a site with a pool (wet site) there may be times when you are required to cover on poolside, so a Lifeguard qualification is essential. However, if you are a good swimmer, we can help you achieve this if you don't have one already. When working at a wet site it is a requirement of the post that you are Lifeguard qualified within 3 months of commencing the role.

Key Tasks

- Opening up and closing down the building safely and correctly at the start and end of your shift
- Leading the team to deliver excellent customer service in all aspects of their role, taking responsibility for the member's journey
- Taking responsibility to ensure the site is cleaned thoroughly to the required standard, working together as a team to ensure all tasks are fully completed
- Supporting and non-complex line management of staff, including sickness absence, 121 discussions and the handling and recording of basic performance concerns
- Ensuring the team receive the appropriate performance management support, working with the Assistant Operations Manager/Operations Manager to identify team and individual development needs, and ensuring they receive appropriate mentoring and instructing, in line with this level of TL role
- Ensuring a safe operating environment is in place, with all necessary controls being performed and NOPS/EAPs being adhered to, paying particular attention to emergency procedures, accidents and incidents, performing first aid as required
- Ensuring all KAL policies and procedures and legislative requirements are adhered to, particularly those relating to standards, cleanliness and performance of staff
- Support the management team with completion of daily administrative tasks and checks, e.g. cleaning checks, pool plant checks
- Delivering sales tours and dealing with customer feedback
- Cashing up and counting money, checking for accuracy and procedural adherence

Essential Criteria Definition

These are the skills, qualifications, experience and attitude you will need in order to be shortlisted for the post. These are essential to perform your role on day one.

Desirable Criteria Definition

These skills, qualifications and experience are ideal to have on day one of the job, however, if you don't have them yet, we consider most of these can be obtained during the first few months in the role. You must be aware that you will need to be demonstrating these skills longer term. You will be expected to develop your skills and knowledge within an agreed timescale (usually within 3-6 months of your start date) to meet the Desirable criteria in full.

Essential Criteria

- The ability to consistently demonstrate the KAL Values – ONE TEAM, PASSION, EXCELLENCE
- Ensure customers get the best possible experience by delivering on our site standards. You will **lead your team** to deliver **spotlessly clean, safe sites** ensuring that our equipment and buildings are kept **good working order**.
- The ability to consistently deliver exceptional customer service
- If the role is based at a 'wet site' you must have the ability to swim well enough to pass the required swim test* and the willingness to take the RLSS National Pool Lifeguard qualification within 3 months of the role
- Must hold a qualification in Maths and English, at L2 or equivalent
- The ability to demonstrate a basic understanding of Health and Safety, as it relates to this post
- The ability to demonstrate great timekeeping within the working environment
- The ability to work with flexibility, as the post will include evenings and weekends
- Must be able to evidence 6 months' supervisory/management/acting up experience in leisure, retail or hospitality role
- Must be able to demonstrate a good level of computer literacy, such as writing, sending and filing emails, arranging calendars and sending appointments, designing a basic spreadsheet to show data correctly, writing, saving and amending reports
- Must be able to demonstrate strong administration skills such as writing basic reports, responding to customer enquiries, managing relevant records within site
- Must be able to demonstrate significant experience of working within a customer service environment
- Must be able to demonstrate the ability (patience, foresight and tact) to deal effectively with people (staff and members of the public) including giving instructions, relaying information and dealing with conflict in a professional and supportive manner
- Must have the ability to work at pace, be reasonably fit and energetic
- Must be resilient to change and have the ability to react to change quickly
- Must be able to demonstrate regular and ongoing personal development

*** For all 'wet site' roles a swim test is required as part of the recruitment process (see Appendix 1).**

Desirable Criteria

- First Aid at Work qualification (those without NPLQ)
- Additional training (for example IOSHH, NPMQ or similar) – this would be dependent on site need and requirement of additional training
- Must be able to demonstrate basic knowledge and understanding of Fitness Suite Operation
- Must be a member of CIMSPA
- The ability to effectively manage basic performance management issues within your team, including holding return to work discussions following sickness absence and handling difficult conversations which may arise during 121 discussions.

In addition, we expect that everyone:

- Complies with all health and safety legislation and any site safety rules imposed by management to ensure the health safety and welfare of yourself and other persons, such as members of the public. All relevant health and safety documentation and training will be provided.
- Acts in accordance with KAL's Equal Opportunities policy and treats colleagues and customers with dignity at all times, and does not discriminate against, or harass other members of staff or customers, regardless of their status. You should also counteract such practice or behaviour by challenging or reporting it.
- Must commit to, support and work within KAL's Safeguarding policies and procedures

Behavioural Competencies

The role of a Team Leader is Band 2 and you will be expected to demonstrate an ability to work at this level, satisfying the majority of the behaviours at recruitment. You will then be expected to progress until you are consistently meeting all the competencies within Band 2. KAL Competencies can be found on the website. These competencies may be tested within the interview process.

Appendix 1

Swim Test Recruitment Assessment

If you are applying for a position at a 'wet site' as part of the recruitment process **one** of two swim tests must be completed depending upon whether you are a qualified Lifeguard or have yet to qualify.

Qualified Lifeguards will be assessed on the following elements:

- Swim 100 metres on the front and then on the back.
- Tread water in deep water for 30 seconds and then climb out of the pool unaided.
- Contact rescue deep water.
- 20 metres swim and then 20 metres tow, casualty in deep water. No more than 65 seconds.
- 20 metres swim, 10 metres tow unconscious casualty in deep water. No more than 45 seconds.
- SCIM- deep water rescue.
- Effective head splint technique.
- Recovery of a casualty lying on the bottom of the deepest part of the pool.
- Demonstrate adult CPR for 2 minutes with pocket mask.
- Demonstrate child/infant CPR for 2 minutes.
- Demonstrate treatment for a bleed.
- Demonstrate treatment for a fracture.
- Demonstrate a range of knowledge and understanding of a range of first aid conditions by satisfactory answering three questions.
- Demonstrate a sound knowledge of the principles of pool lifeguarding by satisfactory answering three questions.

Unqualified Lifeguards and roles that involve a Lifeguard Qualification (e.g. Team Leader) will be assessed on the following elements:

- 200m swim (100m on front and 100m on back) - No rest.
- Tread water for 30 seconds.
- Surface dive to deepest part of the pool to retrieve a causality manikin.
- Climb out of the pool unaided.
- 50m timed swim (No longer than 60 seconds).