

POST TITLE: Sports Centre Supervisor	GRADE: 5
RESPONSIBLE TO: Deputy Operations Manager	

Responsible for:

Providing day-to-day supervision, direction and support to Sports Centre Team Members, acting as a senior point of contact and first point of escalation for operational matters. Supporting the Operations Manager in maintaining high standards of customer service, cleanliness, presentation, safety and overall centre operations.

Purpose of role:

The Sports Centre Supervisor is a hands-on operational and supervisory role responsible for supporting the effective day-to-day running of the sports centre.

The role provides day-to-day leadership and direction to Sports Centre Team Members, ensuring duties are completed effectively and agreed operational standards are consistently maintained. The post-holder will lead by example, provide guidance and support to team members, assist with problem solving and provide feedback to the Operations Manager on team performance and operational matters.

The role also carries administrative responsibilities, including managing bookings and enquiries, maintaining accurate records, using booking and operational systems, supporting stock and purchase orders and contributing to operational reports and updates.

Principal Accountabilities:

- Provide day-to-day supervision, direction and support to Sports Centre Team Members, including allocating tasks and monitoring completion during shifts.
- Act as a senior point of contact for team members, supporting operational queries, customer issues and day-to-day problem solving, escalating where appropriate.
- Monitor team performance and provide appropriate feedback, guidance and coaching to ensure agreed standards and responsibilities are met.
- Support the Operations Manager with team coordination, staff cover, induction, training and the implementation of operational procedures.
- Lead by example, maintaining high standards of professionalism, customer service, cleanliness, presentation and operational practice.
- Carry out regular inspections of the sports centre, ensuring facilities, equipment and operational areas are clean, safe, presentable and ready for use.
- Identify and appropriately address or escalate maintenance, operational, compliance and facility issues, following up where required.
- Complete routine operational, facility and safety checks and ensure relevant records and documentation are maintained accurately.
- Provide a visible and approachable presence for members, hirers, visitors, parents, students and school staff, dealing with queries and issues professionally.
- Coordinate and oversee the effective management of sports centre and school bookings, including processing bookings, managing enquiries, communicating with hirers and maintaining accurate booking information.

- Use the centre's booking and operational systems effectively, ensuring information and records are accurate and up to date.
- Undertake routine administrative duties, including purchase orders, stock monitoring, operational records, reports and activity information as required.
- Act as a responsible key holder and complete opening and closing procedures in accordance with agreed processes.
- Support the Operations Manager with operational improvements, new projects, products and procedures.
- Identify opportunities to improve customer experience, operational standards and efficiency and communicate these to the Operations Manager.
- Provide regular updates to the Operations Manager regarding team performance, operational issues, customer feedback and completion of agreed tasks.
- Build positive working relationships with Commercial Services colleagues, school staff, parents, students, hirers, visitors, contractors and other relevant stakeholders.
- Work flexibly across the sports centre and undertake other duties commensurate with the nature and level of the role.

Data Protection and Safeguarding:

- Work within the requirements of Data Protection at all times.
- Understand your responsibilities in relation to Safeguarding and child protection and how to highlight an issue / concerns.
- Remain vigilant to ensure all students are protected from potential harm.

General:

- The post-holder will be expected to exemplify the trust values of Respect, Opportunity, Collaboration and Aspiration and demonstrate trust behaviours as outlined in "The Futura Way".
- The post-holder will be expected to undertake any appropriate training provided by the Trust to assist them in carrying out any of the above duties.
- The post-holder will be expected to contribute to the protection and welfare of children and young people, as appropriate, in accordance with any agreed policies and/or guidelines, reporting any issues or concerns to their immediate line manager.
- The post-holder will be required to promote, monitor and maintain health, safety and security in the workplace. To include ensuring that the requirements of the Health & Safety at Work Act, COSHH, and all other mandatory regulations are adhered to.
- An Enhanced Disclosure with the Disclosure and Barring Service (DBS) will be undertaken before an appointment can be confirmed. The successful candidate will be required to disclose all convictions and cautions, including those that are spent; the exception being certain, minor cautions and convictions which are 'protected' for the purposes of the 'Exceptions' order.
<https://www.gov.uk/government/collections/dbs-filtering-guidance> '

This job description only contains the main accountabilities relating to the posts and does not describe in detail all of the duties required to carry them out. The post holder may be required to undertake other duties and responsibilities that are commensurate with the nature and level of the post.

Futura Learning Partnership is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Your suitability to work with children and young people will form part of the selection process. For this post prior to appointment, Futura Learning Partnership will apply for an enhanced disclosure certificate from the Disclosure and Barring Service.

Person Specification	Essential (E) or Desirable (D)
Education/Qualifications	D/E

Educated to A level or equivalent.	E
A good level of education in Maths & English	E
A sports/fitness level 2 qualification or working towards.	D
A recognised leadership or management qualification.	D
Experience	
Working within a sports, leisure, fitness, customer service area	E
Ability to provide day to day direction	E
Previous experience in a supervisory role	E
Experience in membership sales and retention.	D
Behaviours	
Able to demonstrate Futura values and how to live them in the workplace	E
Ability to be self-driven and do what it takes to get the job done.	E
Enjoys working as part of a team and within a common goal environment.	E
Ability to be flexible within shift patterns including early mornings, late evening and weekends.	E
A motivational and positive, infectious attitude.	E
An 'own it' attitude ensuring standards are kept high consistently.	E
Skills	
IT skills using Microsoft outlook/office and membership/booking databases.	D
Strong customer experience engagement.	E
Strong communicator across all levels.	E
Cash handing experience	D
Attributes	
Committed to the Futura Learning Partnership aims	E
Committed to Equality and Diversity	E
Committed to own continuing professional development	E
Other	
Occasional work outside normal working hours - prior notice given	E