

Job description

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| Job title: | Recreation Supervisor |
| Grade: | Grade 4 |
| Job evaluation reference: | IC706 |
| Job family: | Information & Culture |

Purpose and impact

To have day to day operational responsibility for either Emmanuel School Sports Hall or Potterne Park.

Key responsibilities

1. Ensure the security of the buildings and facilities at Emmanuel School Sports Hall and Potterne Park.
 - a. Open up the facilities and be proactive in ensuring the building and equipment is safe for public usage and complete the relevant safety paperwork.
 - b. Lock up the facilities at the appropriate time and prepare them for programmed use on the following day. Ensure that the premises are empty and secure and that the alarm system is activated with relevant paperwork completed.
 - c. Have responsibility for keys, ensuring they are secure at all times.
 - d. Routinely check the gates and locks at the facilities and report any issues to the Duty Officer (The Hub).
 - e. Reconcile monies and ensure that they are passed securely and accurately to the Customer Service team at The Hub.
 - f. Carry out weekly fire alarm checks.
 - g. Act as a point of contact with the Site Manager at Emmanuel School and report any matters arising to the Facilities Duty Manager.
 - h. Be on the call out list for both Emmanuel School Sports Hall and Potterne Park.

2. Provide excellent customer service for the users of the facilities at Emmanuel School Sports Hall and Potterne Park.
 - a. Greet and serve customers enthusiastically and in a professional and friendly manner
 - b. Take bookings and payments in accordance with procedures.
 - c. Maintain a professional working relationship with Emmanuel School staff, reporting any necessary issues to the Facilities Duty Manager.
 - d. Deal proactively with customer complaints as and when necessary, taking appropriate action to record the complaint and forward on to a more senior manager if further action is required.
 - e. Liaise with the Customer Service team at The Hub in relation to customer service issues.



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- f. Monitor courses and activity numbers and ensure records match the attendance registers.
 - g. Provide customer service on the bar/café at Potterne and carrying out these duties in accordance with procedures.
 - h. Respond and deal with all enquiries from all hirers and teams using the facilities at Potterne Park.
 3. Ensure health & safety guidelines are adhered to by both staff and members of the public.
 - a. Update and complete risk assessments as requested by Senior Managers.
 - b. Ensure all risk assessment procedures are adhered to.
 - c. Ensure that all corridors and emergency exits are free from obstructions.
 - d. Carry out emergency procedures and evacuations when required.
 - e. Administer First Aid where required.
 - f. Ensure that all accidents/incidents are dealt with appropriately and recorded.
 - g. Set up and store equipment safely and in accordance with procedures.
 4. Ensure the smooth running of the facilities and its activities, assisting other staff where required.
 - a. Set up equipment in good time for activities, safely, and in accordance with procedures.
 - b. Ensure the required equipment is present at all times and report any missing equipment to the Facilities Duty Manager.
 - c. Act as 5-a-side league coordinator on league nights. Coordinate all aspects of the league including liaising with the referee, taking money from the teams and passing on results to the league organiser.
 - d. Liaise and engage with referees at Potterne Park over the playability of pitches in inclement weather.
 - e. Report to the Facilities Duty Manager on any problems with pitch markings and grounds maintenance issues at Potterne Park.
 - f. Assist with the operation of events at Emmanuel School Sports Hall or Potterne Park.
 5. Ensure the facilities are well maintained and clean for all users.
 - a. Carry out building inspections regularly and notify the Duty Officer (The Hub) immediately of any identified problems, or in their absence take necessary steps to ensure public safety.



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- b. Remove damaged equipment from use, record in the duty diary and contact The Hub to be recorded in the Building Maintenance logbook.
 - c. Carry out cleaning duties to ensure that the facilities are maintained to a good and appropriate standard.
 - d. Carry out litter picks around the park and school, emptying bins where required and ensuring that the large refuse bins are in position for collection.
6. Work at The Hub and carry out duties as requested by the Duty Officer.
- a. At times of facility closure at either Emmanuel School Sports Hall or Potterne Park the post holder will be required to undertake duties of a similar nature at The Hub at the request of the Operations Manager.

NB: The duties and responsibilities of this post are not restrictive and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

Supervision and management

Reporting to: Facilities Duty Manager

Other factors

- At times of lone working act responsibly and in accordance with the Council's Procedures.
- Be proactive and innovative with ideas for the development of facilities, improvement to the programme and giving ideas for maximising income across the facilities.
- An Enhanced DBS check is required.

Our behaviours

Dorset Council has developed and embedded a set of behaviours that will form part of everything you do and you will need to be able to demonstrate them through the way you work, regardless of your role or grade within the organisation.

Full details can be found on the job website under '[Working for Dorset Council](#)'.



Person specification

Applicants will be shortlisted on the basis of demonstrating that they fulfil the following criteria in their application form and should include clear examples of how they meet these criteria. You will be assessed in some or all of the specific areas over the course of the selection process.

Essential

Essential criteria are the minimum requirement for the above post.

| Qualifications/ training/registrations | |
|--|---|
| Required by law, and/or essential to the performance of the role | |
| 1. | NVQ Level 2 Sports and Recreation or equivalent |
| 2. | Emergency First Aid at Work |
| Experience | |
| 3. | Experience of working in a supervisory role within the leisure Industry |
| 4. | Experience of facility management |
| 5. | Experience of coaching / leading various sporting activities |
| Skills, abilities & knowledge | |
| 6. | Ability to follow procedures |
| 7. | Ability to self motivate and lone work |
| 8. | Good level of communication and interpersonal skills |
| 9. | Good knowledge of relevant Health and Safety |
| 10. | Good understanding of Safeguarding protocols |
| Behaviours | |
| 11. | Responsibility |
| 12. | Respect |
| 13. | Recognition |
| 14. | One Team: Collaboration |
| Other | |
| 15. | An Enhanced DBS check is required |

| Approval | | | |
|-----------------|---------------------------------|------|-------------------|
| Manager | Team Manager Leisure Facilities | Date | Updated July 2024 |

