



## Candidate Information

**Position:** Operational Team Leader  
**School/Department:** Queen's Sport  
**Reference:** 23/110937  
**Closing Date:** Monday 12 June 2023  
**Salary:** £24,715 - £27,396 per annum pro rata plus 18% Shift Allowance  
**Anticipated Interview Date:** Friday 23 June 2023

### JOB PURPOSE:

The Operational Team Leader will be responsible for the supervision of a team of staff within a large and busy sports complex. The post holder will ensure the highest levels of customer care are achieved, sufficient staff levels are maintained and that health & safety and facility presentation is achieved at the highest standard.

### MAJOR DUTIES:

1. Develop work rotas, supervise and allocate work to appropriate staff, regularly monitoring and reviewing quality of work done to ensure the efficient and professional delivery of Queen's Sport operation.
2. Carry out associated administrative processes e.g. Salaries/wages and associated enquiries, record keeping, filling, staff rotas, annual leave, maintain stock.
3. Deal with customer complaints, comments and compliments as appropriate and in line with Queen's Sport procedures.
4. Responsible for the safe and effective use of centre equipment and cleaning materials, e.g. setting up and dismantling of equipment, operate pool plant and equipment as and when required, safe use of chemicals etc. Report maintenance faults to ensure repairs are carried out quickly and manage supplies and carrying out periodical inventory checks.
5. Ensure the Centre (indoor and outdoor facilities) is well maintained and is kept generally clean and tidy, e.g. use of specialised outdoor maintenance equipment, litter picking, maintenance of notice boards. Liaise with relevant departments as appropriate.
6. Carry out inductions and on the job training for all operational staff where necessary and assist and participate with/in staff training.
7. Responsible for all first aid when on duty, ensuring completion of all accident/incident reports in relation to COSHH and RIDDOR.
8. Carry out security duties as required in liaison with security personnel, physical security of the building. Deal with emergency situations when they arise in accordance with the University's procedure.
9. Assist with the operation of the Front Desk Management System and the daily operations of the reception area and staff, ensure cash handling procedure is carried out and support at POS as and when required. Responsible for the provision of an effective lost property service to customers.
10. Assist in the implementation, supervision and review of the activity programme to achieve the optimum use of Queen's Sport facilities.
11. Promote and be part of a continuous improvement culture set within a student centred environment.
12. Actively increase membership sales by providing prospective and current members with information on services, membership packages, promotional events, tours, etc. to ensure high levels of customer satisfaction.
13. Carry out any other duties which are appropriate to the post as may be reasonably requested by Queen's Sport management.

### ESSENTIAL CRITERIA:

1. 5 GCSE/O 'Levels (Grades A-C) including Maths and English Language and/or a NVQ 2 qualification or above in a relevant subject.
2. First Aid qualification.
3. A minimum of 3 years' relevant experience in a sport and recreational environment, including one year's experience in supervision of differing operational teams.

4. Experience with indoor/outdoor, wet/dry facilities in relation to cleanliness of facility and maintenance of equipment.
5. Experience of a role with responsibility for cash handling / cash security.
6. Experience of working in a role with day to day oversight of health and safety issues and implementation of strict health and safety procedures and protocols.
7. Experience of planning and organising work programmes for a team to meet standards and deadlines.
8. Experience of using relevant computer packages such as Microsoft office, email and internet.
9. Good oral and written communication skills.
10. Well-developed supervisory skills with the ability to lead and motivate others.
11. Strong analytical and problem solving skills.
12. Knowledge of relevant information systems such as Gladstone (MRM).
13. An understanding of relevant regulations and procedures including H&S requirements and legislation.
14. A positive "can do" approach; flexible and willing to take on new tasks and duties.
15. Ability to work on own initiative and as part of a team.
16. Ability to manage resources within agreed limits.
17. Ability to make decisions and to plan and prioritise within remit of post.
18. Organised and methodical approach to work.
19. Committed to high quality service delivery and customer satisfaction.
20. The post holder will be required to be flexible to work in a shift pattern which covers 7 days including public and bank holidays to meet the needs of the business.

**DESIRABLE CRITERIA:**

1. Valid RLSS NPLQ.
2. Pool Plant Operators certificate.
3. A coaching qualification.
4. Health & Safety qualification.
5. NPLQ Trainer Assessor.
6. Relevant sales, promotion or marketing experience.
7. Experience of staff recruitment, training and development.
8. Knowledge of equipment maintenance reporting.