



JOB DESCRIPTION

Post Nos PN626/PN592

Designation: Leisure Supervisor

Effective from: 1 April 2021

Job Activities

Supervision of Outdoor Leisure Staff at Peasholm Park on a day to day basis, and to ensure that the front line operation provides excellent customer service.

Assist with coordination of Naval Warfare Shows and associated maintenance of equipment.

Responsible to the Operations and Events Manager through the Operations Supervisor for the following duties:-

1. Through the Operations Supervisor the supervision of seasonal Leisure staff including preparation of rosters, shift systems, dealing with routine staffing issues including sickness monitoring
2. Undertake general maintenance and refurbishment sites and equipment, including undertaking emergency repairs where required.
3. Collect/deliver items to all sites including tickets and cash pads, signage, stores and deckchairs.
4. Keyholder responsibilities and responding to call-outs.
5. To ensure cash handling is secure and meets the cash handling procedure
6. Co-ordination of Olivers' Mount football pitches, as and when required.
7. Operate the Council's Leisure Services vehicle in accordance with the Council's Driver's Procedures.
8. Ensure stores are stocked to appropriate levels and taking stock to all sites.
9. Change and maintain Scarborough Town boundary signs as and when required.
10. Attend meetings with Friends of Peasholm Park and other event organiser's to ensure events in the Park are appropriately planned.
11. Liaison with other business units and external agencies

12. Erection/maintenance of beach chalets
13. Assist the Operations supervisor with recruitment, induction and training of seasonal staff.
14. Any other duties as assigned by the Operations Supervisor.

This is not a complete statement of all duties and responsibilities of this post. It contains only the facts necessary to rate this standard job at the resultant responsibility level.

**PERSON SPECIFICATION
LEISURE ASSISTANT**

	ESSENTIAL	DESIRABLE
Education and Key Knowledge	<p>Good all round standard of general education.</p> <p>Knowledge of safe working practices and general Health and Safety principles.</p>	<p>First Aid certificate</p> <p>Knowledge of cash handling procedures</p>
Relevant Skills and Experience	<p>A minimum of 1 years' relevant experience relating to the work of the Service.</p> <p>Effective communication skills.</p> <p>Commitment to delivering a high quality service.</p> <p>Ability to organise workloads and resources to ensure work programmes are completed and deadlines met.</p> <p>Ability to exercise discretion regarding work priorities.</p> <p>Supervisory experience</p> <p>Problem solving skills.</p>	<p>Ability to communicate effectively with members of the public and other Council Officers.</p>
Key Competencies Planning and Organising <i>The ability to plan, prioritise and organise work activities, including ensuring the adequate allocation of resources.</i>	<p>Prioritises effectively, plans ahead to meet deadlines, anticipates potential difficulties in managing workload and identifies solutions.</p>	

	ESSENTIAL	DESIRABLE
<p>Customer Focus <i>The ability to work collaboratively, in teams and with partners, both inside and outside the organisation, to achieve common goals and to improve the quality of service.</i></p>	<p>Understands and meets the needs of customers.</p> <p>Takes ownership of customer issues and ensures that they are resolved.</p> <p>Considers customer feedback and anticipates future customer requirements</p> <p>Takes action to improve service to meet the diverse needs of customers</p>	<p>Understands who the Team's stakeholders are and their requirements from the Service.</p>
<p>Manage and Develop People The ability to obtain the best out of people, including the ability to provide support towards realising their full potential</p>	<p>Monitors individual and team performance and progress towards achieving their agreed goals and objectives, relating these to business aims.</p> <p>Values individual and team contributions, recognises and celebrates success.</p> <p>Encourages two-way feedback, and addresses both positive and sensitive issues effectively.</p>	
<p>Personal Effectiveness and Development The ability to take responsibility for your own actions and behaviour, maximising your effectiveness, including being aware of the impact of your behaviour upon others and demonstrating a commitment to continuous self-development</p>	<p>Strives for continuous improvement, achieve high standards.</p> <p>Takes personal responsibility for making things happen.</p> <p>Manages own time well, prioritising work effectively.</p> <p>Seeks out and acts upon feedback upon own performance and accepts constructive criticism positively.</p> <p>Takes responsibility for own development, actively seeks out opportunities for self-development.</p>	

Special Requirements	<p>Willing to be flexible and cover for other Officers.</p> <p>Able to work flexibly according to the needs of the service over the busy summer season</p> <p>Clean, valid driving licence.</p>	Fire and explosives license
Equality	Acceptance of and commitment to the principles underlying the Council's Equal Opportunities Policy.	