

PERSON SPECIFICATION

DUTY MANAGER/SUPERVISOR

Specification Type	Additional/changed requirements	E/D	Measure
Personal Skills	Excellent customer care skills	E	1, 3
Personal Skills	Demonstrate leadership and teamwork	E	1, 3
Personal Skills	Computer literate	E	1, 3
Personal Skills	Ability to communicate with a wide range of audiences	E	1, 3, 4
Personal Skills	Ability to work on own initiative	E	1, 3, 4
Personal Skills	Excellent numeracy & literacy	E	1, 3, 4
Experience	Experience of working in a wet & dry leisure facility	E	1, 3
Experience	Demonstrable experience of leading teams to achieve a goal	E	1, 3
Experience	Delivering quality staff training programmes	D	1, 3
Experience	Experience in maintaining high quality customer care throughout a leisure facility	E	1, 3
Experience	Practical experience of managing and controlling stock and goods	E	1, 3
Experience	Practical experience of planning, issuing and monitoring of work tasks within diverse teams	E	1, 3
Experience	Practical experience of undertaking general & routine maintenance tasks	D	1, 3
Experience	Practical experience of reception operation, cash handling and cashing up.	E	1, 3
Experience	Experience of improving customer service within a leisure facility.	E	1, 3
Attainments/Qualifications	Supervisory studies qualification or equivalent	D	1, 3, 4
Attainments/Qualifications	First aid @ Work certificate (within 3 months)	E	1, 3, 4
Attainments/Qualifications	NPLQ	E	1, 3, 4
Attainments/Qualifications	Pool plant operator (within 6 months)	D	1, 3, 4
Attainments/Qualifications	Minimum Grade C/4 Maths & English GCSE or equivalent functional test.	E	1, 3, 4
Knowledge	Clear understanding of the important of operating policies and procedures within a leisure environment	E	1, 3
Special Requirements	Flexible approach to work	E	1, 3
Special Requirements	The ability to work within tight deadlines	E	1, 3
Special Requirements	Self motivated	E	1, 3

Specification Type	Additional/changed requirements	E/D	Measure
Special Requirements	Innovative, capable of developing new solutions	E	1, 3
Special Requirements	Ability to deal with emergency situations calmly and effectively.	E	1, 3

Car Allowance:

This post does not carry designated car user status.

E/D:

Essential (E)

Desirable (D)

Measure:

1. Application form
2. Test after shortlisting
3. At interview
4. Documentary evidence
5. Other [please specify]