
# **WILLOWBROOK LEISURE CENTRE**

## JOB DESCRIPTION

### **JOB TITLE:** Senior Team Leader

**ACCOUNTABLE TO:** Property & Facilities Manager and Projects and Services Officer

**OBJECTIVE:** To support the running of Willowbrook Leisure Centre and other Town Council Properties

**JOB SUMMARY:** To lead in the day-to-day operations relating to the Willowbrook Leisure Centre and assisting with the running of other Town Council properties as required.

### **MAIN DUTIES AND RESPONSIBILITIES:**

1. To lead on the everyday running of the Willowbrook Leisure Centre and to support with the running of Didcot Town Council’s other properties and facilities primarily Fleet Meadow Community Hall.
2. To assist with the health and safety of Willowbrook Leisure Centre and other properties. You are required to comply with the Council’s Health and Safety Policy, legislative requirements are in place and to take such steps as are reasonably practicable for your own health and safety and that of your colleagues at work and those affected by your work.
3. To take responsibility for the daily management of all staff on site including effective communication, supervision, managing staff behaviour. This will include management of staff rotas inline with the booking requirements.
4. When on duty take full responsibility for operation of the facility including acting as a keyholder, security when opening/closing facility and implementation of all normal and emergency operating procedures.
5. Provides high standard of facility presentation and customer care. Responding to and acts on customer comments made in person, by telephone, email, or letter.
6. Operating/managing and up-dating of the Bookteq booking system including responding to emails and telephone calls in line with the Councils procedures and GDPR.
7. Routine administrative tasks at Willowbrook Leisure Centre and Fleet Meadow including record keeping and booking forms are correctly completed. To take payments, deposits, chase outstanding monies and deal with other requests where appropriate. This will also include any tasks directed by the Property and Facilities Manager or Projects and Services Officer including filing, photocopying, typing letters, reports, and other forms of record keeping.
8. To prepare rooms for hirers including setting up sports equipment. To supervise large functions/hall lettings.
9. Co-operate and manage contractors attending site and to report any maintenance issues/defects to the Property and Facilities Manager and the Projects and Services Officer.
10. To support with serving of tea, coffee, and food to bookings, if required
11. To provide first aid cover (Training provided if needed)
12. Prompt and effective action in relation to safety compliance checks, including regular fire safety, equipment, and water hygiene checks.
13. To attend training courses as required.
14. Any additional duties delegated by the Property & Facilities Manager, Projects and Services Officer or the Town Clerk
15. Shifts will include daytime, evenings, weekends, and bank holidays on a rota with other members of staff. Covering of illness and absence where required. This could be at any of Didcot Town Council’s properties.

**PAY AND BENEFITS:**

This job is on the Scale Point 8 – 11 (£22,777 – £24,054) depending on experience.

This includes 23 days holiday, bank holidays and 4 statutory days.

If you meet the qualifying criteria, you will be entitled to enrol in the LGP pension scheme.

**WORKING RELATIONSHIP:** The role requiresexcellentworking relationships to be maintained with other members of staff, elected Members, other Councils, local organisations, groups and community members.

February 2023



**Person Specification**
**Team Leader**

**Essential**

* Literate and numerate
* Working knowledge of Leisure Management
* Customer Service Experience
* Supervision experience

**Desirable**

* Management or supervisory experience
* Commitment to making a positive impact to the town
* Experience of working with local communities and partnerships e.g. voluntary, business, other levels of local government
* Knowledge of Health and Safety legislation and risk assessments
* Previous experience in dealing with booking enquiries.

**Skills**

* , Computer literacy including skills in Microsoft Word and Excel, as well as booking software experience.
* Effective communication, both verbally and in writing
* Planning, prioritising, scheduling workloads and delivering to pre-determined timescales
* Supervision and motivation of individual staff and teams
* A methodical, accurate approach
* Flexible approach to work and available for a 7day a week shift pattern
* Ability to work under own initiative without supervision, as part of a team and as a team leader
* Enthusiastic, flexible and willing to participate and be involved in all matters relating to the Council’s work
* Ability to adapt to change
* Self-confident
* Self-motivated
* A smart appearance and a positive, calm, patient, pleasant, tactful and discreet nature
* Ability to understand and implement procedures and orders
* Innovative and creative