



Job Title: Shift Leader

Job Level: Junior Manager

Responsible To: Assistant Operations Manager (Leisure Teams)

Direct Reports: N/A

Place of Work: Ponds forge international Sports Centre, however, may be asked to work at other venues should a business need arise.

Purpose of the Job:

To support the Assistant Operation Managers in the operational provision for the venue, primary focus on Leading the Leisure team within the venue.

Job Summary:

The Shift Leader will be responsible for leading on setup requirements to meet the business need, assist in the smooth running of day-to-day operational needs including leading the leisure team, managing aquatic and dry based set up requirements.

Key Responsibilities:

- In conjunction with the Assistant Manager (leisure team) ensure the smooth running of the operation, including leading the leisure team on building setups to meet the business needs. This includes pool changeovers and dry activities for standard programme.
 - Provide pool lifeguard supervision in line with Venue Policy, ensure leisure team operates to the required company standard, addressing any issues at source or referring to the Assistant Manager for formal action.
 - Comply with operational and emergency procedures, lead the leisure team in dealing with security, medical and emergency situations.
 - In conjunction with the Assistant Managers' assist with the effective and efficient delivery of events, lead the leisure team to meet client expectations.
 - Ensure building maintenance and equipment is maintained in good working order, that faults are reported in a timely fashion or quarantined promptly in line with company policy
 - Assist in delivering the venue Health and Safety programme, provide competent health and safety support and implement appropriate corrective action where necessary to meet industry standards and best practice.
 - Provide necessary support for the effective completion of all venue checks, building patrols, audits, equipment checks, security of building and contents to meet industry standards
 - Support the Assistant Operations Manager in the Instruction, training and mentoring of leisure team members in conjunction with wider venues plans.
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- Challenge behavior which does not reflect the Sheffield City Trust inclusive culture and
 - Ensure excellent levels of customers service are delivered by the leisure team.
 - After sufficient training and development, act as Duty Manager cover for part/all of a shift when appropriate.
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Expected Behaviours

ICAN – Our company culture is built on this ethos. Supporting, helping, offering excellent service to all customers, stakeholders, and colleagues.

Ethical, with integrity – Operates with sound moral principles. Displays strong integrity, honesty and builds trust easily.

Inspiring – Approaches everything with energy, passion, empathy, and connection.

Driven – Extremely hard working, is compelled to accomplish goals individually and drives teams to do the same.

Excellent Communicator – Articulates clearly and concisely, listens to others, and ensures that relevant information is shared across the organisation.

Motivated Is genuinely invested in the success of their team and organisation.

Self-aware understands that their behaviour and mood influence others.

Compassionate Has a good understanding of their team and is compassionate and empathetic to those around them.