

**DARLINGTON BOROUGH COUNCIL**

**SERVICES GROUP**

**JOB DESCRIPTION**

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| **POST TITLE :** | Leisure Operations Manager – Wet Business |
| **PAY BAND :**  **JOB EVALUATION NO.** | Band 10  E3635 |
| **REPORTING RELATIONSHIP** | Head of Leisure Services |
| **JOB PURPOSE :** | To deliver the day-to-day operational management of the Dolphin Centre wet business. |
| **POST NO.** | POS013620 |
| **PDR COMPETENCY FRAMEWORK** | Level 2, Core Management Competencies for all managers |

All employees are required to acquaint themselves with the Council’s policies, procedures and Values and to abide by them at all times. Our Values are Respect, Innovate, Collaborate and Deliver and it is expected that employees will:

* be ***Respectful*** towards the Council, each other as colleagues as well as our community, residents, service users, stakeholders and wider partners.
* be ***Innovative*** in everything we do and voice improvements to ensure we offer quality services
* act ***Collaboratively*** and ensure our successful journey of collaboration continues to ensure that we maximise opportunities to achieve success
* ***deliver*** quality services to all and strive to always deliver the best we can with the resources available

**MAIN DUTIES/RESPONSIBILITIES**

1. Responsible for all operational demands of the building, security of the facility including compliance with CCTV regulations, customer satisfaction including complaints management, compliance with the quality management procedures and systems, recruitment, management and development of staff.
2. Responsible for overall pool safety in line with the Royal Lifesaving Society (RLSS) and the Institute of Qualified Lifeguard (IQL). Responsible for all staff ratios & SWP in accordance with the RLSS.
3. Managing operational delivery of Galas alongside colleagues, including pre planning around staffing, safety and financial allocations.
4. To work directly on the shop floor supporting service delivery as part of the overall operational rotation.
5. To monitor and control staffing budgets and expenditure management across Leisure Wet Operations and ensure recharges are captured and allocated accordingly.
6. To present a positive image and uphold good public relations, working in line with academy team etiquette.
7. To work closely with other senior management colleagues at the Dolphin Centre to ensure the overall vision, aims and objectives are delivered.
8. To continually challenge and review service standards and identify areas for improvement in both efficiency and effectiveness and making changes where necessary.
9. Oversee continuous performance management for all wet operational staff and ensure all staff are working in line with corporate policy and procedure. Ensure 1:1’s and team meetings are an essential feature.
10. Implement the development programmes identified for your teams to create a working environment where teams feel invested in, valued and recognised and have the right skills to effectively fulfil their role..
11. To contribute to the maintenance of performance information alongside the Business Development Officer for the wet business, ensuring that performance data is accurate and relevant.
12. To develop and manage a comprehensive programme of cyclical maintenance and inspections in all wet business areas, working closely with corporate landlord and relevant contractors as required ensuring the overall standard of building maintenance is to the highest standard.
13. To ensure that there is a robust process for managing reactive maintenance and management of on-site contractors to ensure health and safety compliance in accordance with DBC standards
14. To ensure that the Dolphin Centre complies with all statutory and regulatory requirements, including Health & Safety and that all relevant documentation is in place, is constantly reviewed and that a programme of training including tool box talks and Academy 10 is delivered to the wet team throughout the year.
15. To ensure all normal and emergency operating procedures are implemented in wet business areas, challenged and all staff are trained effectively in the delivery of them. Alongside this ensure all safe systems of work and risk assessments for wet business areas remain relevant and are adopted by all staff.
16. To ensure your team is fully trained in Defibrillation and Oxygen Therapy to enable them to deal with a Code Blue incident and ensure your training remains up to date.
17. Responsible for managing all out of hours callouts alongside the Dry Operations Manager and being the contact for site responsibilities in the event of a callout.
18. To ensure all school service level agreements meet all legal requirements and are delivered to the highest quality including robust performance reporting against standards.
19. To work with the School Games Organiser in the delivery of school service level agreements for key stage 2 swimming at the Dolphin Centre and Education Village.
20. Implement the highest quality operational delivery of all wet programmes within the Dolphin Centre including the water education programme.
21. To be the lead contact for MAPS (Multi Agency Problem Solving Group) and liase with the Police, CCTV, the Enforcement Team and other agencies to ensure a safe environment is maintained within facilities.
22. Ensure all wet business areas are working in line with relevant national governing bodies guidelines
23. Ensure that wet business areas are staffed accordingly through the effective completion of rotas for the wet business areas
24. To ensure Climate Change is a priority in all wet operational activity and communication.
25. Support the Head of Leisure Services in the implementation of business continuity planning and support the facilitation of the centres responsibility as an emergency rest centre for the town.
26. As a member of the Senior Management Team, support further development and delivery of the wet business plan for The Dolphin Centre, setting and evaluating targets, proactively adapting delivery to maximise income generation and profitability
27. As a member of the Dolphin Centre Academy you will demonstrate all aspects of the code of service at all times and ensure all members of your team demonstrate this expected standard consistently. This includes attending Continued Professional Development (CPD) sessions that focus on creating a culture to support personal development and business performance and performance management of the team against the code of service, team etiquette and the complete academy framework
28. Ensure that the PDR process operates effectively within your team and that mid and end year reviews are completed and submitted to the Council’s timescales.
29. Manage your team in line with all the Council’s policies and procedures and ensure that employees are aware of their obligations under these.
30. Behave according to the Employees’ Code of Conduct and ensure that employees in your team are aware of their obligations and responsibilities re: conflicts of interest, gifts, hospitality and other matters covered by the Code.
31. Ensure that the Council’s Equality agenda is implemented effectively in your team and to carry out your duties as a manager / supervisor and employee in line with these.
32. To fulfil your health and safety management role as detailed in both Corporate and Group Health and Safety Policies, organisational statements and procedures to ensure a safe working environment for yourself, members of your team and others who may be affected by your team’s activities.
33. Any other duties of a similar nature related to this post that may be required from time-to-time.
34. This post involved frequent contact with, and occasional responsibility for, children
35. To safeguard and promote the welfare of children for whom you have responsibility, or with whom you come into contact, to include adhering to all specified procedures.
36. Darlington Borough Council and schools within the Borough are committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment.
37. This post is subject to an enhanced disclosure. The successful applicant will be subject to the relevant vetting checks before an offer of appointment is confirmed. Following appointment the employee will be subject to rechecking as required from time to time by the Council.
38. This post is deemed to be a ‘Customer Facing’ role in line with the definition of the Code of Practice on the English language requirement for public sector workers.

Date: April 2022

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**DARLINGTON BOROUGH COUNCIL**

**SERVICES GROUP**

**LEISURE OPERATIONS MANAGER**

**POST NO – POS013620**

All appointments are subject to satisfactory references.

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| **Criteria No.** | **Attribute** | | **Essential**  **(E)** | **Desirable**  **(D)** |
|  | **Qualifications & Education** | |  |  |
| **1** | NVQ Level 4 or equivalent in a relevant business management related subject | |  | **D** |
| **2** | Royal Lifesaving Society (RLSS) and Institute of Qualified Lifeguard (IQL) qualified | |  | **D** |
| **3** | First Aid at Work Qualification | |  | **D** |
| **4** | IOSH Managing Safely | |  | **D** |
| **5** | This role is expected to complete all necessary components of the Dolphin Centre Academy framework / standard leading to a recognised Diploma level qualification awarded by the Institute of Enterprise and Entrepreneurs | | **E** |  |
|  | **Experience & Knowledge** | |  |  |
| **6** | Approx. 5 years’ experience of working within leisure facilities | | **E** |  |
| **7** | Approx. 2 years demonstrable track record in operations/facilities management in a Leisure facility | | **E** |  |
| **8** | Experience of effective financial and budget management. | | **E** |  |
| **9** | Approximately 2 years knowledge and experience of staff management, including performance development. | | **E** |  |
| **10** | Experience of consultation with customers and delivery of exceptional customer service and dealing with complaints. | | **E** |  |
| **11** | Working knowledge and understanding of health and safety legislation, to include undertaking risk assessments | | **E** |  |
| **12** | Experience of interpreting legislation, policy or procedures to give recommendations and advice | | **E** |  |
|  | **Skills** | |  |  |
| **13** | Ability to communicate both orally and in writing to a wide range of audiences (including ability to write clear and concise reports & presentations). | | **E** |  |
| **14** | IT literate, capable of MS Word, Excel and Office packages; including, Theatre Box Office and Point of Sale software. | | **E** |  |
| **15** | Analytical, problem solving, creativity skills and decision-making capability. | | **E** |  |
| **16** | Ability to think innovatively, formulating and implementing plans into action. | | **E** |  |
| **17** | Ability to use initiative and make decisions outside immediate policy and procedure, and without reference to manager. | | **E** |  |
| **18** | Ability to work successfully as part of a team and demonstrate effective motivational skills. | | **E** |  |
| **19** | Ability to challenge decisions, appropriately to ensure consideration and processes are robust | | **E** |  |
| **20** | Ability to present complex information in formats appropriate to non-specialists without compromising the meaning. | | **E** |  |
|  | **Personal Attributes** | |  |  |
| **21** | Creative and innovative approach to overcoming obstacles | | **E** |  |
| **22** | Sound judgement with a high degree of integrity | | **E** |  |
|  | **Special Requirements** | |  |  |
| **23** | The ability to communicate at ease with customers and provide advice in accurate spoken English. | | **E** |  |
| **24** | Flexible approach to working time arrangements to work flexible shifts including evening, weekends and Bank Holidays | | **E** |  |
| **25** | Satisfactory Enhanced Disclosure | | **E** |  |
| **26** | Suitability to work with children. | | **E** |  |
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**Known Risks Referral Form Occupational Health (OH)**

Potential known risks to employees’ health are detailed on this form together with explanatory notes overleaf. These risks have been assessed in respect of the job role by taking into consideration the explanatory notes and by reference to any task-based risk assessments which should have already identified hazards where health surveillance is required. Where identified, risks may be reduced with the assistance of the OH Surveillance Programme.

The job description and associated known risks identified below are sent to OH for assessment either as part of the pre-employment checks in the event of a new starter to the organisation, or where risks change as a result of a job, environment or any other change which affects the potential risk. Thorough completion of the document is essential to enable the OH Advisor to make an informed judgement on future actions. If you have any queries about how to complete this form, please contact OH on 01325 406377.

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| **In the course of their work this employee;** | **YES / NO** |
| 1. **Is likely to be exposed to asbestos** | No |
| 1. **May be exposed to lead or lead based products** | No |
| 1. **Is at risk from noise that might affect their health** | No |
| 1. **Will be exposed to vibration likely to be above the exposure action level.** | No |
| **Will be exposed to vibration below the exposure action level.** | No |
| 1. **May require a health assessment for night work** | No |
| 1. **Is exposed to hazardous substances as detailed overleaf** | No |
| 1. **Is required to drive a Council vehicle** | No |
| **Is required to drive their own vehicle for Council business** | No |
| **Is required to drive a HGV / LGV / PCV / FLT or similar** | No |
| 1. **Is required to work in a confined space where specialist equipment or breathing apparatus is needed** | **No** |
| 1. **Is required to operate any construction plant** | **No** |
| 1. **Is required to be responsible for / work with vulnerable clients** | **No** |
| 1. **Is at risk of needle stick injury, bites, exposure to faeces or sewage.** | **No** |
| **Is at risk of contracting infectious disease through direct or indirect contact with clients.** | **No** |
| 1. **Will handle food** | **No** |
| **Other – Please specify** | |

*Form Created: October 2018, Form Reviewed: June 2021, Form Review: June 2022*

**Explanatory Notes**

**A) ASBESTOS**

Employees liable to be exposed to asbestos must be under suitable medical surveillance by HSE appointed doctor. This is mainly aimed at employees who are required to work with asbestos. The medical will alert employees to any problems in relation to the wearing of respirators and provide an indication of any diseases that may stop them from working with asbestos.

**B) LEAD**

Employees liable to be exposed to lead must be under suitable medical surveillance where:

* The exposure to lead is likely to be significant;
* Blood lead concentration is measured and equals or exceed levels detailed in the regulations;
* A HSE appointed doctor certifies that the employee should be under medical surveillance and time interval between medicals.

**C) NOISE**

Health surveillance hearing checks must be provided for employees who are likely to be regularly exposed above the upper exposure action values, or at risk for any reason e.g. they already suffer from hearing loss or are particularly sensitive to damage.

Ideally health surveillance should start before people are exposed to the noise (i.e. new starters or those changing jobs) to give a baseline. It can, however, be introduced at any time. Health checks are annual for the first two years of employment then at 3 yearly intervals (which may need to be more frequent if hearing problems are detected or where risk of hearing damage is high)

**D) VIBRATION**

Health Surveillance should be provided for vibration exposed employees who:

* Are likely to be exposed above the action value of 2.5m/s2 (A8) or 100 points;
* Are likely to be regularly exposed to whole body vibration above the action value of 0.5m/s2 A(8) or 100 points;
* Are likely to be exposed occasionally above the action value and where the risk assessment identifies that the frequency and severity of exposure may pose a risk to health; or
* Have a diagnosis of HAVS or long term back pain (even when exposed below the action value)

*If any of the above applies to your employee please mark yes in the first ‘vibration’ statement overleaf.*

* If an employee will be exposed to vibration below the action value they must be assessed by Occupational Health to establish a baseline and identify any existing health conditions that may affect their ability to work with any vibration.

*If this applies to your employee please mark yes in the second ‘vibration’ statement overleaf.*

**E) NIGHT WORK**

Employees are offered a health assessment before commencing night work. This assessment takes account of any existing medical condition or ongoing medical treatment which may affect whether the individual is suitable for night work.

**F) COSHH**

Breathing in certain dusts, gases, fumes and vapours in the workplace can cause serious, long-term lung damage and disease including asbestosis; silicosis; chronic obstructive pulmonary disease (COPD); asthma; emphysema; sensitisation and lung cancer. Anyone exposed to sensitisers, dust, and fumes must be referred for a health surveillance assessment.

Contact with certain substances can cause severe dermatitis; skin irritation; depigmentation; sensitisation; skin cancer or oil acne.

Refer to COSHH assessments to identify where high risk substances have been identified and the Material Safety Data Sheet states that health surveillance is necessary; if these substances cannot be substituted for less hazardous ones then employees must be referred for health surveillance.

**G) DRIVERS**

*Driving Council Vehicles* *-* Occupational health assessments are carried out on employees required to drive Council Vehicles in line with FTA / DVSA requirements including recording of driving licence number, endorsements and declaration from employee on HR on-line annually. Declaration includes details of eye sight, medication and driving hours outside of employment at DBC.

*Driving of Own Vehicle on Council Business* - Managers are required to ensure recording of employees driving licence number, endorsements and declaration including eye sight, medication and driving hours outside of employment at DBC on HR on-line annually.

*HGV/LGV/PCV drivers and operators of FORKLIFT TRUCKS -* Occupational health assessments are carried out on employees required to drive Large Goods Vehicles or Passenger Carrying Vehicles as defined in the Road Traffic Act 1988. Medicals are carried out on employees who operate Fork Lift Trucks as recommended in the code of practice HSG6.

**H) CONFINED SPACES**

Where an individual will be required to work in confined spaces or unusual environmental conditions and is required to use respiratory or other specialised equipment.

**I) CONSTRUCTION PLANT**

A requirement to operate any construction plant i.e. Telehandler, Tower Crane, Dumper, Excavator etc.

**J) VULNERABLE CLIENT GROUPS**

This would include all job roles which involve working with and being responsible for vulnerable groups such as children, elderly people and people with learning or behavioural difficulties. This includes job roles such as a Teacher, Teaching Assistant, and Social Worker.

**K) COMMUNICABLE DISEASES**

Exposure to potential blood borne virus or infectious diseases, where risk assessments have identified a significant risk.

* Injuries, such as a needle stick injury from a discarded used syringe, or human/animal bites.
* Contact with faeces and human sewage
* Exposure to infectious diseases by direct or indirect contact with infectious clients i.e. Tuberculosis (TB), Hep A, Hep B, measles, flu etc.

Please detail the exact nature of the hazard and forward a copy of the risk assessment to OH.

**L) FOOD HANDLER** Including,

* Those employed directly in the production and preparation of food, including manufacturing, catering and retail
* Those undertaking maintenance work or repairing equipment in food handling areas
* Enforcement officers and visitors to food handling areas

Employees who handle pre-wrapped, canned or bottled food are **not** considered food handlers.

**OTHER**

Any other risks where the individual may benefit from OH advice and guidance, i.e.an individual with an underlying health problem / ongoing medical treatment who may be required in their work to work at height or use mechanical equipment.