

Job Description

Post title	Pavilion Duty Supervisor (Sports Development)
Post No	
Grade	Scale 6 scp 19-22
Salary	£31,067 - £32,654.
Reporting to	Pavilion, Sports and Community Manager & Pavilion Deputy Sports and Community Manager
Location	The normal place of work for this role will be the Pavilion but the post holder may be required to work at any location or property of Peterlee Town Council.

DBS	This post is subject to an Enhanced disclosure.
Politically restricted	This post is designated as politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State.

Description of role

The Pavilion Duty Supervisor is responsible for the day-to-day operations of the Pavilion Sports & Community Centre. This role involves supervising staff, coordinating events, overseeing bookings, ensuring compliance with regulations, and maintaining high standards of customer service. Additionally, the role includes elements of sports development to promote and increase participation in sports and physical activities.

Duties and responsibilities

1. Operational Overview:

- Assist in the day-to-day operations in a fast-paced environment.
- Assist in maintaining the running of the bars/bistro and other services operated by Peterlee Town Council including cash handling, conciliation, shift planning and staff supervision.
- Assist in the development of sports activities and events, and promotion of The Pavilion and other Town Council sports facilities.
- Ensure Health and Safety legislation, licencing laws and all Peterlee Town Council Policies and procedures are adhered to.
- Carry out administrative duties including maintaining records relating to the use of the building and generating invoices in line with organisational policies and procedures.

- This role requires regular evening and weekend working.

2. Facility Operations

- Be aware of licensing laws, how they apply to the Pavilion and ensure that these are adhered to during functions and events.
- Maintain emergency procedures for the building such as fire and bomb evacuation, alarm activation and other emergency call outs.
- Carry out building maintenance including tests and inspections.
- Conduct an inventory check to ensure all equipment and materials are accounted for and in good condition.
- Oversee the cleaning of the venue and ensure any maintenance issues are reported and addressed.

• Planning and Coordination: (events and functions)

- Assist with the planning and delivery of events including private functions, sport and community events.
- Collaborate with function and event organisers to meet their specific requirements and have a strong attention to detail.
- Ensure all necessary equipment and materials (e.g., tables, chairs and audio-visual equipment) are available and in good working order.
- Brief the staff on their roles and responsibilities for the function or event setup, ensuring everyone understands the timeline and tasks.
- Act as the main point of contact for event and function organisers and attendees, addressing any concerns or requests promptly.
- Report any issues or suggestions for future events to the Sport and Community Management team.

3. Sports Development:

- Plan, organise and promote sport and physical activity programmes for the community that engage residents across all age groups in-house and in partnership with relevant organisations.
- Assist existing sports clubs in Peterlee with team, coach, and volunteer development, facility usage, and funding applications.
- Identify and apply for external funding to enhance the sport offer for the community of Peterlee.
- Increase participation levels in sports, including for those with protected characteristics and minority groups.

- Oversee sports coaches and instructors, setting programmes of work as required.
- Develop partnerships with NHS and health organisations to promote sport, physical activity and wellbeing activities.
- Support community groups, volunteers and other stakeholders to increase service provision at the Pavilion and other Town Council Sports facilities.
- Maintain all sport and physical activity equipment and ensure relevant checks are carried out in line with Health and Safety policies and procedures
- Liaise with relevant members of staff across departments to ensure high levels of service provision and customer care.

Common duties and responsibilities

- **Quality Assurance**

To understand and adhere to standards at individual, team performance and service quality so that the customer and the Council's requirements are met and that the highest standards are maintained.

- **Communication**

To participate in and adhere to the team's communication processes and taking responsibility for keeping up to date with all relevant procedures, policies and objectives associated with the role.

- **Professional Practice**

To take responsibility for behaving professionally at all times, ensuring that work is carried out to the highest standards and in line with the team's and Council's stated policies or procedures. This includes adhering to the Council's Code of Conduct.

- **Health and Safety**

Take responsibility for understanding and adhering to health and safety requirements for their service area, in line with the Town Council's Health and Safety Policy.

- **Appraisal**

All members of staff will receive appraisals, and it is the responsibility of each member of staff to follow guidance on the appraisal process.

- **Equality and Diversity**

As an organisation we are committed to promoting a just society that gives everyone an equal chance to learn, work and live free from discrimination and prejudice. To ensure our commitment is put into practice we have an established Equality and Diversity Policy.

- **Confidentiality**

All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work. All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and using Council information assets.

- **Induction**

The Council has in place an induction programme designed to help new employees to become effective in their roles and to find their way in the organisation.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.

Person specification

	Essential	Desirable
Qualifications	• Possess a Level 4 qualification in Sport or community Development or equivalent. • Have a facilities or building services management related qualifications or relevant experience. • Current First Aid	• Health & Safety certifications. • Additional certifications in hospitality or event management. • Recognised Qualification to deliver exercise classes
Experience	• Demonstrated experience at a supervisory level • Experience in organising and promoting community and/or events and activities.	• Supervisory experience in a sport or community facility • Experience working within local government environment. • Experience of working with NGBs and active partnerships • Experience in marketing and social media management.
Skills & Knowledge	• Strong understanding of health and safety regulations and risk management. • Proficient in IT, including Microsoft Outlook, TEAMS, Word and Excel, with an appropriate level of IT competency, and ability to learn about new software packages. • Strong communication and interpersonal skills. • Be knowledgeable of local, regional and national sport and physical activity strategies, and National Governing Bodies of Sport (NGBs) • Have an understanding of Sports Development and how it can be used for community benefit.	• Skills in conflict resolution and customer service.
Personal Qualities	• High level of motivation and a proactive approach. • Ability to work independently and as part of a team. • Strong problem-solving skills and attention to detail. • Flexibility to work irregular hours, including evenings and weekends. • Commitment to community engagement and improving local services.	• Passionate about sport and community development.