

PERSON SPECIFICATION

Pool Supervisor

The aim of 4SLC is to recruit people not just for jobs but for long term careers. We want “better people” with the right 4slc behaviours to support our business and who will grow with us and “achieve more”

For these reasons, we will look for evidence of the following behaviours in all potential and existing staff looking for appointments or promotions:

PASSIONATE

- *Demonstrates self-belief*
- *Shows integrity*
- *Is committed to service excellence*
- *Cares about customers, colleagues and our social agenda*

ACTIVE

- *Is continuously developing*
- *Is results driven*
- *Has a positive ‘can-do’ attitude*
- *Demonstrates high energy*

INCLUSIVE

- *A team player*
- *A great communicator*
- *Leads and inspires*
- *Is involved and committed*

The Job demands the following blend of knowledge, skills, experience and behaviour (all are essential, unless shown otherwise, and will be assessed by Application Form and / or Interview / Assessment

1. Skills

- 1.1. The ability to deal with customers and their queries and concerns with tact and sensitivity.
- 1.2. Ability to handle difficult situation in a professional and calm manner.
- 1.3. The ability to work as part of a team.
- 1.4. The ability to deliver high quality service with minimal supervision.
- 1.5. The ability to maintain the standards required by the organisation.

2. Knowledge

- 2.1. Appropriate/ relevant professional qualifications for the role.
- 2.2. Must hold RLSS lifeguard qualification and preferably the level 2 swimming teacher qualification (not essential).
- 2.3. Understanding of general leisure centre operations.
- 2.4. Understanding of Normal Operating Procedures and Emergency Action Plans.

3. Experience

- 3.1. Some experience of working in similar background, achieving results and making a difference to customers.

4. Behaviours

- 4.1. A dynamic individual with a ‘can do’, results driven approach and attitude.
- 4.2. An appreciation of, and commitment to, the distinctive culture and philosophy of the organisation.
- 4.3. Demonstrates trust, openness and respect in dealing with people.
- 4.4. Flexible approach to tasks and workload.

5. Other

- 5.1. Able to work unsociable hours.
- 5.2. Ability to work flexible shift patterns e.g. evenings and weekends.