

### Job Description

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| <b>Job title:</b>        | <b>Duty Supervisor (2 positions)</b>    |
| <b>Reporting to:</b>     | Senior Management Team                  |
| <b>Contract type:</b>    | Permanent                               |
| <b>Contracted hours:</b> | Flexible (minimum of 30 hours per week) |
| <b>Working pattern:</b>  | Rota as and when required               |
| <b>Remuneration:</b>     | £19,554 - £21,166 (scale 4)             |

**Conditions:** A six-month probationary period applies. The centre will be open Monday – Sunday from morning to evening. Applicants must be able to work on a rota basis including bank/public holidays and be flexible to meet business needs.

### Key Purpose

The Duty Supervisor will support the Centre Manager and Assistant Centre Manager (Senior Managers) with the day to day running of High Rise and achieving our commercial goals. They will be responsible for acting up in the Senior Managers absence. This is a hands-on role and the successful candidate will be required to provide ongoing training and coaching for the staff team and will be responsible for maintaining excellent standards of customer service whilst ensuring full compliancy to our Health & Safety procedures.

### Main Responsibilities and duties include:

- Support the Senior Managers with the day to day running of High Rise
- Deputise for the Senior Managers and to be responsible for the effective management of High Rise in the Senior Managers absence
- Ensure all policies, procedures and regulatory requirements are implemented and complied with at all times
- Lead by example, ensuring customers receive an exceptional level of experience with excellent standards of customer service at all times
- Deal with enquiries, complaints and emergencies as required in a calm and professional manner and report to the Senior Managers
- Understand the Centre's Emergency Action Plans and Emergency Operating Procedures.
- Be one of the Designated Responsible Persons – person in charge for any emergency situation including First Aid Appointed Person and Fire Warden
- Assist the Senior Managers in the implementation and regular review of standard operating procedures
- Responsible for carrying out the Duty Supervisor role, to include opening / closing procedures, cash handling responsibilities and attending call-outs as required
- Assist with monitoring inventory and report to the Senior Managers

- Lead by example in maintaining excellent standards in the presentation of the centre, ensuring that all cleaning routines are carried out, whilst being reactive to situations as they arise
  - Assist with completing daily and monthly safety checks on climbing walls, soft play area, sensory room, café and Changing Places toilet and completing relevant documentation such as inspection logs and reporting issues to the Senior Managers as required
  - Ensure the centre is a safe and welcoming environment for all and complies with all relevant Health and Safety legislation, Child Protection and Vulnerable Adults guidelines and best practice
  - Identify potential hazards, log and report all incidents/accidents in accordance with reporting procedures ensuring appropriate investigations are carried out and records kept in line with relevant legislation
  - Assist the Senior Managers with staff planning including recruiting, inducting, training and supervising all new staff with the support of HR, as well as assisting in agreeing the day to day staffing requirements.
  - Supporting the Senior Managers with managing performance of the staff team, to include agreeing staff training needs, completing regular staff 121s
  - Monitor daily workload of team members to ensure quality, consistency and accuracy of responses to and interaction with customers, ensuring all team members are performing to agreed standards and targets
  - Support the Senior Managers with managing employee relations issues for the centre including consistent application and implementation of HR policies and procedures and reporting any concerns or issues to the Senior Managers
  - Participate in regular staff training and development activities on company services, operating systems, processes and procedures and contribute to same
  - Comply with the organisation's Key Holder Roles and Responsibilities policy
  - Represent the centre and Employers For Childcare at external meetings and events
  - Comply with the organisation's Security & Confidentiality policy at all times, ensuring the highest levels of information security, data protection and confidentiality
  - Undertake any other duties of a similar nature related to this post that may be required from time-to-time
- **This job description is neither exhaustive nor exclusive and may be reviewed depending upon operational requirements and staffing levels.**

**Personnel Specification**

The Personnel Specification shows **essential** and **desirable** skills, abilities, knowledge and/or qualifications required to be able to carry out the duties of this post. Please therefore address, in completing the application form, each criterion listed in the specification, drawing upon all of your experience, whether at work or on a voluntary basis.

**Job Title: Duty Supervisor**

| Factors   | Essential Criteria   |
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| <b>Qualifications and Experience</b>              | Minimum of 1 years’ experience gained during the last 5 years to include: <ul style="list-style-type: none"> <li>• working at supervisor level in leisure management, operations or hospitality</li> <li>• leading and motivating a team</li> </ul>  |
|   | <b>Desirable Criteria</b> <ul style="list-style-type: none"> <li>• Bachelor’s Degree in Business, Management or Administration/Level 5 Higher Education Qualification in a Business-related discipline</li> <li>• Relevant experience within any of the key aspects of the business - climbing walls, soft play, café, sensory rooms</li> <li>• Experience working in a direct service environment</li> <li>• Sales and marketing experience including managing social media in a work-related capacity</li> <li>• First Aid Certificate</li> </ul>  |
| <b>Skills, Aptitude, Qualities and Behaviours</b> | <b>Essential Criteria</b> <ul style="list-style-type: none"> <li>• Exceptional customer service and engagement skills</li> <li>• Excellent administrative and cash management skills</li> <li>• Computer literate with a working knowledge of Microsoft packages</li> <li>• An outgoing and enthusiastic personality with the ability to provide effective leadership and motivate staff</li> <li>• Self-motivated with the ability to work independently using initiative to prioritise work and manage deadlines</li> <li>• Ability to multi-task and work in a fast-paced leisure setting</li> <li>• Strong analytical, organisational and planning skills with the ability to problem solved.</li> </ul> |

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|                                    | <ul style="list-style-type: none"> <li>• Strong written and verbal communication skills to engage with a wide range of people both internally and externally, articulating key points clearly and proactively to promote our services to a wide-ranging audience</li> <li>• Ability to build constructive working relationships with colleagues, clients and partner organisations</li> <li>• Strong team player with the ability and mindset to work with colleagues to jointly achieve organisational objectives</li> <li>• Willingness to be flexible and take on other duties in the centre</li> </ul> |
| <b>Knowledge and Understanding</b> | <b>Essential Criteria</b>  |
|                                    | <ul style="list-style-type: none"> <li>• An understanding of the work and vision of Employers For Childcare</li> </ul>   |
|                                    | <b>Desirable Criteria</b>  |
| <b>Special Circumstances</b>       | <b>Essential Criteria</b>  |
|                                    | <ul style="list-style-type: none"> <li>• Ability to work flexible, unsocial hours and to travel throughout Northern Ireland, UK and elsewhere at times demanded by the job</li> <li>• Full driving licence and access to a car</li> <li>• This post is subject to a basic criminal record disclosure check which will be applied for through AccessNI</li> <li>• You must be resident in the UK and eligible to work</li> </ul>  |