highlife highland na gàidhealtachd | MAKING LIFE BETTER

i-care integrity community accountability respect example

JOB DESCRIPTION And PERSON SPECIFICATION

JOB TITLE: Leisure Supervisor

SALARY: £29,666 - £32,468 pro rata

HOMEWORKING: This post is not suitable for homeworking

RESPONSIBLE TO: Operations Manager

JOB PURPOSE: Ensuring the day to day efficient, safe and disciplined operation of the leisure centre and the delivery of a high-quality leisure experiences. To help improve the quality of life and wellbeing of individuals and local community and to assist the Senior Operations Manager & Operations Manager in the promotion, development and management of the facility.

KEY DUTIES AND RESPONSIBILITIES INCLUDE:

- Actively promote a positive and collaborative workplace culture that supports the Charity's purpose of Making Life Better and i-care values to increase morale, productivity and performance.
- Provide day to day supervision of the leisure staff.
- Ensure performance and presentation standards are maintained at all times.
- Consult with customers and staff on the operation of the facility and ensure the Manager is informed of any issues or improvements that may contribute to the effectiveness or efficiency of the facility.
- Ensure the leisure team are deployed efficiently, and in accordance with policy and procedures ensuring staffing levels are appropriate.
- Plan the staff rota in line with the staffing schedule and arrange cover for absences as required.
- Perform supervisory duties relating to staff recruitment, induction, training and discipline.
- Monitor the cleanliness of facilities and equipment and carry out cleaning duties when required.
- Provide certified first aid skills in accordance with training and procedures.
- Deliver fitness inductions where required.
- Ensure that customer care standards are upheld, and that facilities and equipment are provided in accordance with the needs of different user groups and individuals.

- Undertake administrative and reception duties as required.
- Assist with the monitoring and collation of performance statistics and other returns as required
- Ensure the booking system and membership scheme is administered and maintained to a satisfactory standard.
- Ensure customer information is up to date, available and delivered to company standards.
- Carry out health and safety checks in accordance with procedures and to ensure that significant risks and defects are reported immediately to the Manager.
- Carry out regular maintenance inspections and duties in relation to buildings, surrounding areas, equipment and plant room and maintain appropriate records.
- Assist in the organisation and promotion of activity programmes and provide coaching as required.
- Contribute to the on-going development and continued improvement of the facility and service.
- The implementation, monitoring and reviewing of safe systems of work and policies within the facility (NOP, EAP, COSHH, Risk Assessments etc); And to ensure that all personnel are conversant with, and adhere to instructions and written procedures at all times.
- Be a key holder and ensure the security procedures are complied with at all times. Be responsible for the opening and closing procedures and respond to out of hours calls if required.
- Carry out routine handling and ensure safe storage of all chemicals used at the facility.
- Check, monitor and record the level of stock of facility materials
- Readiness to work flexible shifts and altered hours, including evenings and weekends to meet the demands of the Service
- Responsible for resolving day to day problems in the absence of the Manager
- Assist the Manager in preparing special projects as required
- Be able to work to tight deadlines when required
- Set up, monitor, review and plan training for all staff to include keeping accurate records
- Supervise and monitor all staff within the building to ensure that they are complying with safe working practices;
- Pursue continuous professional development and contribute to the continuous improvement of the leisure centre and High Life Highland as a whole.
- Attend and undertake any training online or in person.

- Aim to reduce wastage and uphold our environmental values of being as sustainable as possible in all tasks.

- Assist and support other areas of High Life Highland with particular projects, training or in the event of holidays or sickness working cross-functionally across the team.

- Ensure Health & Safety, Risk Assessment and Child Protection legislation policies are complied with, developing a culture of safety and inclusion and adopting a zero-tolerance position to any safeguarding, protection or violence issues

- Maintain an awareness and knowledge of the risk management responsibilities appropriate to their role, as identified within the HLH Risk Policy and associated guidance documentation.

Other Duties:
You may be required to perform duties, appropriate to the post, other than those given in the job specification. The particular duties and responsibilities attached to posts may also be varied without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and would not themselves justify reconsideration of the grading. As a result of such variations it will be necessary to update this job specification from time to time.

Date: April 2026

High Life Highland (HLH) is committed to the protection and safeguarding of vulnerable groups, including children and protected adults and believes that they should never experience any kind of abuse. It has a responsibility to promote the welfare of those in vulnerable groups and to keep them safe and to practice in a way that protects them. HLH expects all those with whom the Charity engages to share this position. Where applicable, new positions will be subject to the appropriate level of Disclosure Scotland checking; identity checks (address, date of birth), employment/experience history, two references (one of which must be most recent employer, where appropriate), qualifications, Right to Work in the UK (where applicable). The above will apply to anyone working on behalf of HLH (paid or unpaid) including all board directors, staff, workers, volunteers, agency staff and students.

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ESSENTIAL ATTRIBUTES:

In order to be able to carry out the duties of this post effectively and safely, candidates will be able to provide evidence of the following:

EXPERIENCE

Supervisory experience in the Leisure Industry or comparable.
Evidence of holding a position of responsibility in the customer service industry.

1. **EDUCATION AND QUALIFICATIONS**

- First aid at work certificate
- Health and safety certificate
- UKCC Level 1 or 2 teaching certificate
- NGB/SVQ coaching qualifications
- HND health and fitness or similar would be highly desirable

2. **SKILLS / ATTRIBUTES GENERAL**

- Good communication skills both written and oral
- Self-motivated individual who will work under own initiative
- Numeric skills and IT competence
- Has high standards of performance

3. **SKILLS / ABILITIES SPECIFIC TO THE POST**

- Flexible approach to duties and shifts
- Strong understanding of Health & Safety in the workplace
- Strong organisational and leadership skills
- Ability to multitask and problem solve with excellent time management skills

4. **INTERPERSONAL AND SOCIAL SKILLS**

- Diplomatic skills with ability to maintain confidentiality
- Ability to relate well to staff and customers
- Enthusiastic and dynamic personality with ability to motivate and inspire others