



WESTCOUNTRY SCHOOLS TRUST JOB DESCRIPTION



Job Title:	Community Sports Team Leader
Location:	Across the Trust (based at Ivybridge Community College currently)
Grade/Salary	Devon NJC Grade C (SCP 5-7) £17,285 - £17,839
Hours:	25 hours per week, 52 weeks per year: <i>Note: Hours will include weekend and evening shift work.</i>
Responsible to:	Community Sports Development Manager
Responsible for:	On-shift supervision of Community Sports Receptionists
Key relationships:	Community Sports Development Manager and Operations Manager, PE Department, students, external sports clubs and members of the public

Job Purpose

Reporting to the Community Sports Development Manager, the post holder will be the acting duty Team Leader if the Manager is not on shift.

The Community Sports Centre staff are the public face of Ivybridge Community College. They are often the first person a visitor sees, the first voice they hear over the telephone or the first message they receive via email. It is important that the post holder therefore conducts themselves in a professional and knowledgeable manner to give visitors to the Community Sports Centre a good first impression and that all enquiries are dealt with effectively.

The post holder must have excellent communication skills, the ability to speak well and convey information clearly. They should also be a good listener and able to understand and respond to visitor and client needs.

Job Description

Duties and responsibilities

1. To undertake all daily routines, including being the first point of contact at the Community Sports Centre.
2. Undertake general reception duties, answering routine enquiries, both via telephone and face to face and signing visitors in and out of the facility.
3. Take bookings for fitness suite inductions, lettings and holiday activities both face

- to face and over the telephone.
4. Operate the till system and process customer payments.
 5. Check that the customer has completed all relevant paperwork to a satisfactory standard, before they begin to use any facilities.
 6. Ensure new users are aware of the code of conduct and complete a centre induction.
 7. Oversee the usage of the centre by members of the public, in line with the directions provided by the Community Sports Manager.
 8. Oversee the work of junior team members during the shift, in line with directions provided by the Community Sports Manager, ensuring that any issues or concerns are escalated up to be dealt with.
 9. Ensure that all users of the facilities adhere to the agreed terms and guidance.
 10. Ensure that the Community Sports Centre's protocols and operating procedures are followed at all times.
 11. If required to do so, act as first aid cover for the site.
 12. Complete the setting up and taking down of sports equipment, before and after customer use.
 13. To keep all areas of the Community Sports Centre clear of clutter, clean and tidy.
 14. To help to ensure that the premises are looking their best, reporting any concerns to the Community Sport Development Manager.
 15. As a premises key holder, unlock/lock areas for hire.
 16. Under the relevant guidelines, act as point of contact within the fitness Suite and Strength Training Room, to assist and provide guidance to people on their training needs.

Other Responsibilities

1. Handle all confidential correspondence with discretion and in line with the Trust and Ivybridge Community College's Data Protection protocols.
2. Use appropriate ICT packages as required.
3. Set up files and up-date where necessary.
4. Provide support to other members of the community sports centre.
5. To maintain acceptable personal standards of professional dress and behaviour.

General

1. Preparing and contributing to Trust wide development by sharing best practice and professional feedback.
2. To assist with the production and analysis of regular reports on activity for use at management meetings and feedback, as appropriate for the role.
3. To maintain designated databases / files in accordance with Trust policies for data governance, as appropriate for the role.
4. To comply with and promote all Trust policies, including Safeguarding, Health and Safety, and Equality & Diversity.

This job description provides a general reflection of the main duties and responsibilities of the post at the date of production. You may be expected to take on other reasonable

activities deemed to be within the character of the post to assist in efficient service delivery. The duties may change over time as requirements and circumstances evolve without changing the general character of the post or level of responsibility.

PERSON SPECIFICATION

E = Essential, D = Desirable

Method of Assessment	Essential or Desirable	Application Form	Interview (or other selection activity)
VALUES-BASED BEHAVIOURS - It is important to us that your values align with ours:			
Compassion:			
Recognising need in others and acting with positive intention to promote well-being and improve outcomes	E		X
Aspiration:			
Works to high expectations, modelling the delivery of high-quality outcomes	E		X
Showing passion, persistence and resilience in seeking creative solutions to strive for continuous improvement and excellence	E		X
Integrity:			
Acting always in the interests of children and young people,	E		X
Acting with a consistent and uncompromising adherence to strong moral and ethical principles	E		X
Communicating with transparency and respect, creating a working environment based on trust and honesty	E		X
Collaboration:			
Creating a shared vision and working effectively across boundaries in an equitable and inclusive way to skilfully influence and engage others	E		X
Qualifications:			
Good general education with GCSE or equivalent in English and Mathematics.	E	X	
Level 2 fitness instructor qualification (minimum) or level 3, or working towards with equivalent demonstrable experience.	E	X	

Level 2 coaching qualification (minimum) or level 3, or working towards with equivalent demonstrable experiences.	D	X	
First aid qualification preferably First Aid at Work, or willingness to obtain.	E	X	
Willing to undertake personal development through training and other learning activities.	D	X	X
Experience:			
Experience of shift leadership and/or managing a team	E	X	
Experience of working in a school, gym or sports centre.	D	X	X
Be ICT literate and able to use Microsoft Office packages with confidence.	E	X	X
Proficient in using the internet, email and other databases as required.	E	X	X
Knowledge of procedures within a gym environment for preparation of resources/materials, setting up, cleaning and basic maintenance of equipment.	D	X	X
Knowledge, skills and abilities:			
Ability to work both under instruction and on own initiative.	D	X	X
A proactive and professional approach.	E	X	X
Excellent interpersonal and teamwork skills.	E	X	X
Strong communication skills in written and verbal formats.	E	X	X
Good organisational skills including the ability to prioritise.	E	X	X
Ability to provide excellent customer service.	E	X	X
To respect and uphold confidentiality at all levels.	E	X	X
To be able to work efficiently under pressure.	E	X	X
To be flexible and pro-active towards changes in day-to-day working arrangements.	E	X	X
To convey a friendly and approachable outlook to others.	E	X	X

A willingness to help others.	E	X	X
A knowledge of different sports and a willingness to develop this knowledge further.	D	X	X
To be flexible and pro-active towards changes in day to day working arrangements.	E	X	X
A problem solver who can think creatively within defined guidelines.	E	X	X