

JOB DESCRIPTION

Team Leader



DEPARTMENT	Sports Centre
REPORTS TO	Deputy Sports Centre Manager
RESPONSIBLE FOR	N/A
WORKING PATTERN	24 hours per week on an agreed three week shift pattern including weekends (your employment contract will give full details)
ISSUE/REVISION DATE	August 2025

BACKGROUND

Harrow School is one of the world's most famous schools. Founded in 1572 by a local yeoman farmer, John Lyon, under a Royal Charter granted by Queen Elizabeth I, it is located on a 324-acre estate encompassing much of Harrow on the Hill in north-west London. Around 830 boys aged 13 to 18, who come from all over Britain and across the world, live in the School's 12 boarding Houses, and there are about 120 academic staff and over 500 support staff.

All members of staff work to a single, uniting purpose: to prepare boys with diverse backgrounds and abilities for a life of learning, leadership, service and personal fulfilment.

Harrow School Enterprises Limited (HSEL) is the trading arm of Harrow School, charged with running suitable and profitable activities for the benefit of the School. HSEL is responsible for the operation of Harrow School Sports Club including a state of the art performance and fitness centre, 25-metre pool and 4-court sports hall. HSEL is also responsible for the hire of all external sports facilities including cricket pitches, astro turfs and athletic tracks.

THE ROLE

The Team Leader will be responsible for the on-shift operation of the Sports Club under the direction of the Deputy Sports Facilities Manager. The role will encompass supervision of the facilities during both School and public times. The Team Leader position will have supervisory responsibility for the Sports Club staff on shift at the same time.

It is an especially good role for those who would like the option to develop in other areas of the fitness environment, as there is flexibility to work in our gymnasium, or to pick up some lifeguard experience – training will be provided. There is also an opportunity for those with a swimming instructor or fitness teaching qualification to pay a nominal fee to use the facilities to conduct their own private lessons.

KEY RESPONSIBILITIES AND DUTIES

This job description reflects the core activities of the role and is subject to change as the department and the post holder develop. The School expects that the post holder will recognise this and will adopt a flexible approach to work. In addition, the post holder will be expected to undertake such other duties within the scope of the role as may be required by the line manager.

FRONT OF HOUSE

- Supervise the reception throughout your shift, including collection of monies in line with the school's financial regulations.
- Ensure correct cash handling and financial procedures are followed.
- Cash up all monies at the end of each shift.
- Greet all customers you meet on shift in a friendly, courteous manner.
- Exceed minimum service standards throughout your shift.
- Administer booking of facilities and classes by members in person, online or via the telephone.
- Utilise the Membership Information System to administer membership information and bookings.
- Handle customer complaints or concerns, referring them to the Deputy Sports Facilities Manager where appropriate.
- To up-sell memberships and classes wherever possible and appropriate.
- Report all hazards using OFI and isolate if required.
- Observe and enforce NOP at all times.

OTHER DUTIES

- Supervise cleaning duties in line with the cleaning rota, which will include cleaning of changing rooms, toilets, the sports hall and other areas.
- Carry out daily facility checks and inspections to ensure minimum standards are met.
- Undertake training as directed to increase qualifications.
- Oversee the replenishment of any vending machines or merchandise display areas.
- Observe COSHH and PPE training.
- Demonstrate through your behaviour and attitude that as part of the team all staff are responsible for the building and member's welfare.
- Consistently demonstrate a positive attitude towards staff, members and hirers
- Deliver a customer experience that reflects the values of the school
- Encourage a high level of performance in yourself and others.
- Any other tasks or duties that his/her line manager may reasonably request.
- Attend meetings as required.

The post holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom s/he is responsible or with whom s/he comes into contact will be to adhere to and ensure compliance with the School's Safeguarding and Child Protection policies and procedures at all times. If in the course of carrying out the duties of the post the post holder becomes aware of any actual or potential risks to the safety or welfare of children in the School s/he must report any concerns to his/her line manager or the School's Safeguarding Lead.

This position is subject to an enhanced check with the Disclosure and Barring Service in the event of a successful application. Copies of the School's Code of Practice and Policy on the Recruitment of Ex-Offenders is available from the HR Team. It is an offence to apply for the role if the applicant is barred from engaging in regulated activity relevant to children.

QUALIFICATIONS, EXPERIENCE AND ATTRIBUTES

QUALIFICATIONS

ESSENTIAL

- A good general education
- RLSS National Pool Lifeguard Qualification (NPLQ)

DESIRABLE

- A relevant degree qualification
- RLSS National Pool Plant Operators Certificate
- First Aid at Work Certification

KNOWLEDGE AND EXPERIENCE

ESSENTIAL

- A confident swimmer
- Experience gained in a similar position within a leisure environment
- Experience of duty manager responsibilities
- Demonstrable front desk/customer facing customer service experience
- Cash handling and reconciliation experience

DESIRABLE

- Experience gained in a similar position within an education establishment
- Experience of using customer relationship management software
- Experience of using cash handling software
- Experience of using professional gym membership software

SKILLS AND ABILITIES

ESSENTIAL

- Competence in using standard MS Office IT computer packages
- A professional and personable telephone and verbal/written communication style
- An interest in sport and education
- Excellent organisational skills
- Ability to prioritise
- An eye for detail, especially in respect of housekeeping
- Strict standards of quality and accuracy
- Adherence to systems and procedures
- Ability to lead by example
- Ability to develop a culture of mutual respect with pupils and colleagues

PERSONAL ATTRIBUTES

- Approachable, friendly and considerate
- Personal motivation to exceed expectations
- Passion for motivating and empowering others
- Sensitivity and discretion

- Flexible and proactive attitude
- Emotional resilience
- Patience and persistence
- Consistency, dependency and reliability

OTHER REQUIREMENTS

- Identify opportunities and contribute to the work of the School's charitable organisation, the Shaftesbury Enterprise where possible and appropriate.

SCHOOL VALUES AND BEHAVIOURS

All staff are expected to conduct themselves in line with the School's values which are: **Courage, Honour, Humility** and **Fellowship**. While the School's values set out what matters most to us, the behaviours below are intended as a shared set of expectations to refer to, and standards to aspire to, in our dealings with others. They are the practical application of our values.

COURAGE

- We remain optimistic and purposeful in a disrupted world.
- We take responsibility for our decisions, even the hard ones.
- We always challenge poor behaviour in ourselves and others.
We are open to new ideas, and seek fresh challenges.

HONOUR

- We keep our promises.
- We act with integrity – doing the right thing, even when it is difficult or when no one is watching.
- We respect and value our traditions whilst setting them in the context of today.

HUMILITY

- We work hard to serve others within the School and across our wider communities where possible putting their interests before our own.
- We give and seek honest and appropriate feedback, reflect on our failures and learn from them.
- We support each other through challenges and whatever the outcome, we celebrate those that took part.

FELLOWSHIP

- We respect each other and value our differences, knowing that we are more effective and more resilient working together.
- We are kind and inclusive; we value the contribution that each of us makes.
- We role model the behaviours that we would like to see in others; we ask only of others what we would be prepared to do ourselves.