



HIGH LIFE HIGHLAND

JOB DESCRIPTION

JOB TITLE:	Centre Supervisor
SALARY:	£19,856 - £22,350 pro rata plus weekend enhancements where applicable.
LOCATION:	Sunart Centre, Strontian
RESPONSIBLE TO:	Centre Co-Ordinator
JOB PURPOSE:	Ensuring the day to day efficient, safe and disciplined operation of the community centre and the delivery of a high quality art and leisure experiences. To help improve the quality of life and wellbeing of individuals and local community and to assist the Centre Coordinator in the promotion, development and management of the facility.

KEY DUTIES AND RESPONSIBILITIES INCLUDE:

To provide day to day supervision of the facility and staff with an emphasis on afternoon and evening working

1. To ensure performance and presentation standards are maintained at all times.
2. To consult with customers and staff on the operation of the facility and ensure the Centre Coordinator is informed of any issues or improvements that may contribute to the effectiveness or efficiency of the facility.
3. To ensure the staff are deployed efficiently, and in accordance with policy and procedures ensuring staffing levels are appropriate.
4. Plan the staff rota in line with the staffing schedule and arrange cover for absences as required.
5. To perform supervisory duties relating to staff recruitment, induction, training and discipline.
6. To monitor the cleanliness of facilities and equipment, and carry out cleaning duties when required and as appropriate to the facility management structure.
7. To provide certified first aid skills in accordance with training and procedures.
8. To assist in the delivery of fitness classes, activities and inductions where required.
9. To 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.

10. To undertake administrative and front of house duties as required.
11. To assist with the monitoring and collation of performance statistics and other returns as required
12. To ensure the booking system and membership scheme is administered and maintained to a satisfactory standard and that bookings are appropriately staffed and monitored.
13. To ensure customer information is up to date, available and delivered to company standards.
14. To carry out health and safety checks in accordance with procedures and to ensure that significant risks and defects are reported immediately to the Centre Coordinator.
15. To carry out regular inspections and duties in relation to the operation of a public facility to ensure safe use of the facility.
16. To assist in the organisation and promotion of art based and sporting activity programmes and provide coaching as required.
17. To manage the regular (school term time) activity evenings (“Youth Clubs”) for children and young people, and to supervise the care and wellbeing of children attending activities.
18. To liaise with High Life Highland Active Schools Co-ordinator, Youth Development Officer & Library Supervisor and Ardnamurchan High School and other partners in the delivery of services and activities within the centre.
19. To contribute to the on-going development and continued improvement of the facility and service.
20. To report to and liaise with the Àrainn Shuaineirt Management Committee under the direction of the Centre Coordinator
21. 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.
22. Be responsible for the opening and closing procedures and respond to out of hours calls if required and as appropriate to the facility management procedures and to work within the parameters of the PPP building in accordance with Facilities Management procedures and availability. To liaise with the Responsible Premises Officer (RPO) for all issues relating the fabric and fixtures of the building.
23. Check, monitor and record the level of stock of facility materials
24. Readiness to work flexible shifts and altered hours, including evenings and weekends to meet the demands of the Service
25. Responsible for resolving day to day problems in the absence of the Centre Coordinator
26. To assist the Centre Coordinator in seeking funding and preparing supporting information of special projects as required
27. Be able to work to tight deadlines when required

28. Set up, monitor, review and plan training for all staff & volunteers and include keeping accurate records
29. To supervise and monitor all staff and volunteers within the building to ensure that they are complying with safe working practices;
30. To undertake any necessary training as required by the post

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.



**HIGH LIFE HIGHLAND
PERSON SPECIFICATION**

JOB TITLE: Centre Supervisor

LOCATION: Sunart Centre

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:-

1. EXPERIENCE

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

2. EDUCATION AND QUALIFICATIONS

First aid at work certificate or willingness and ability to undertake and achieve
Health and safety certificate or equivalent knowledge and experience

3. 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

4. SKILLS / ABILITIES SPECIFIC TO THE POST

Flexible approach to duties and shifts
Strong understanding of health & safety in the work place
Strong organisational and leadership skills
Ability to multi task and problem solve with excellent time management skills

5. INTERPERSONAL AND SOCIAL SKILLS

Diplomatic skills with ability to maintain confidentiality
Ability to relate well to staff and customers
An interest in engaging and working with children and young people.
Enthusiastic and dynamic personality with ability to motivate and inspire others