

## ROLE PROFILE

<b>Job family</b>	<b>Manager</b>	<b>Role profile number</b>	<b>MA06-2497</b>	<b>Grade F</b>
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**Job purpose:** To supervise a team responsible for delivering a service.

Grade F posts focus on the responsibility for a team of staff in a supervisory capacity in the allocation and monitoring of work, and induction of new employees.

<b>Factor</b>	<b>Relevant Job Information</b>
Supervision and/or Management of People	Supervisory responsibility for a team of staff/volunteers (could be in a charge-hand capacity) including; inducting and training team members, allocation of work, monitoring quality and quantity of work and employee wellbeing. May also include training and supporting volunteers in the workplace.
Indicative qualifications	A levels or national diploma in relevant profession or equivalent experience/skills. Level 3 in management or equivalent experience/skills. ITQ 2 or equivalent ICT skills and abilities. As necessary, licence/certificate/qualification required for the role.
Knowledge and Skills	Previous relevant and practical experience. A thorough understanding of relevant procedures and working practices. Good knowledge of specialist function relevant to service area. Good ICT skills including use of Microsoft applications and specialist systems Good organisational skills and the ability to prioritise workloads of a team to achieve deadlines Some practical experience of managing and motivating a team of staff
Creativity and Innovation	Creativity and problem solving may be required when dealing with minor problem solving and responding to enquiries but working within specific guidelines and procedures of the service area. Work on own initiative to manage own activities and the work of the team Allocate work to the team monitoring quality and outputs Resolve straightforward problems, provide guidance to the team on processes and procedures Participate in the research and development of systems, policies, procedures and / or standards where required Gather, record and provide data/information to highlight and support prioritising issues for further investigation.
Contacts and Relationships	Provide advice and guidance where information is less well established and where situations may not be straightforward. Deal with people at all levels confidently, sensitively and diplomatically. Be first point of contact on a range of queries from internal / external customers, may be dealing with challenging situations where influence could be required. Contacts will include: team members, colleagues, volunteers, customers, members of the public, and stakeholders.
Decisions – Discretion & Consequences	Work is carried out following the framework of accessible guidelines and processes. Decisions are made based on a range of established practices with agreement from senior colleagues where required. Make straightforward operational decisions and prioritise work for team members, monitoring quality and output. Take appropriate action to implement decisions to ensure outcomes are achieved which serve the best needs of the customer The consequences of the decisions will have a material effect on the service.

Resources	Little or no responsibility for physical or financial resources
Work Demands	Work subject to interruptions and at times may be competing demands of work priorities
Work Environment	Work may require some physical effort Work may be performed outside in all weathers or exposure to moderate noise or dirty or difficult and unpleasant surroundings / conditions. Work potentially involving some risks due to nature of activities being provided and / or environment or public / customers.
Our Identity	<a href="#">Our Identity</a> sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire. All of us are expected to demonstrate the ten elements of <a href="#">Our Identity</a> in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working
Health & Safety	To be responsible for managing services in line with the council's health, safety and welfare policies
Equalities	Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via <a href="#">the whistleblowing policy</a> .
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary.

## ROLE DESCRIPTION

<b>Post Title</b>	Leisure Programme Co-ordinator	
<b>Job Family</b>	Business Support	
<b>Role profile number and grade</b>	MA06-2497	F grade
<b>Number of posts</b>	Dependant on sites requirements between 1 - 16	
<b>Service/Team</b>	Leisure Operations	
<b>Reports to</b>	Campus/Centre Managers	

### Job Family overview

#### **Business Support job family overview:**

Delivery of administration, information processing and business services to support the Council

- Processes regular transactions via established procedures.
- Undertakes regularly occurring event based tasks and duties.
- Delivery of ongoing processes and procedures including specialist areas.
- Understands and responds to real time queries.
- Provide routine and standard advice and guidance on the Councils processes and procedures.

### Service / Function Context

The overall responsibilities of the Leisure Operations service are:

- To contribute to health improvement and reduction in health inequalities.
- To increase participation in community sport and physical activity and reduce inactivity.
- To develop a strong sporting infrastructure to improve the health, well-being and skills of people and communities.
- To identify opportunities that will inspire people to take part in sport, active recreation and health related activities.

## Main Purpose of the Job

The programme coordinator provides operational leadership and coordination of specific programmes delivered within one or multiple leisure centres. They will coordinate a team of Instructors/Coaches to provide excellent services to young people and / or adults with an aim to increase participation, increase membership numbers, provide a high level of customer satisfaction, and help to generate increased income from the programme of activities.

The role will be responsible for supervising and developing the programme team within one or more leisure centres. A key part of the role will be ensuring that suitable systems and ways of working are adopted and maintained to ensure that the customer journey and experience, for children and parents is one of very high quality.

## Job duties

- To ensure all systems, processes and standards associated with the programme are maintained in accordance with the procedures.
- Organise intensive courses during school holiday periods.

- To develop, implement and oversee programme delivery for one or more leisure Centre's in conjunction with the Campus/Centre Managers and Lead Manager.
- To use monthly programme reports to identify opportunities for improvement and areas of concern on an ongoing basis, using lesson occupancy and participation as key performance indicators to make changes to lesson structure where required.
- Be responsible for programming and updating the software management system.
- Support the school swimming and/or dryside programme in conjunction with the Campus/ Centre manager.

- Attend any Programme Co-Ordinator meetings as and when required.
- Act as the main point of contact for the programme for any staff and / or customer enquiries.
- Advertise and promote the programme using various means available and discuss any ideas / needs with the Lead Manager and Campus/Centre Manager as required.
- Create / maintain effective working relationships with local clubs / schools to develop and maintain successful pathways.
- Work in partnership with the Product Team as and when appropriate to support development plans.

- Ensure Instructor/Coaches are appropriately qualified to carry out duties and continue to maintain and update a qualifications database.
- To ensure that programme lessons are covered at all times and to provide teaching support if required for cover purposes.
- Identify any recruitment and training requirements and liaise with Campus/Centre Managers as and when appropriate.
- Develop a regular programme of Instructor/coach observations and meetings to support CPD.
- Undertake any performance management where necessary and report any challenges to the Campus/Centre Manager.
- Core duties to be carried out at appropriate times throughout the operational opening times of the Campus/ centre/s.

- This is not intended to be a full definition of duties and staff will be expected to assist in such other duties as may be allocated. This role description is subject to variation as the needs of the Campus/Centre and the Council may require.

## Specific Requirements

- Patterns of work will be agreed with your line manager to meet the service requirements and the needs of the programme, you will be expected to work 70% of your contracted hours when lessons are being delivered. To meet the operational needs of the service there may be a requirement for you to work on a Public or Bank holiday for which payment would be in line with the Council Policy. Your line manager will advise you of these requirements.
- Uniform needs to be work wear appropriate to the role being carried out which may include uniform which will be provided.
- Post holder is required to successfully complete all agreed required training for the post.
- Able to work evenings and weekends and prepared to assist in short term cover requirements.

## Person Specification

Specific qualifications, knowledge, and skills required for this role

### Essential

- A level/national diploma or equivalent in relevant profession, or equivalent experience/skills, minimum Level 3 in management or equivalent experience.
- Have a genuine interest in the provision of a Health and Fitness service.
- To have a thorough understanding of the relevant National Governing Body programme pathway
- Minimum of 2 years experience of managing staff in a similar customer facing role.
- Valid SEQ Level 2 Teaching Swimming qualification (aquatics roles only)
- Comprehensive knowledge and understanding of Normal Operating Procedures and Emergency Action Plan.
- Knowledge of current relevant legislation and guidance in relation to working with, and the safeguarding of children and vulnerable adults.
- Good knowledge and understanding of general Health and Safety policies and able to act upon such.
- Competent management skills with effective motivational and staff development skills.
- Good customer service skills including being able to deal with a wide range of people in a calm and confident manner.
- Able to adapt working patterns to meet the full needs of the service / customers and staff.

## Desirable

- SEQ Level 3 Swim Co-Ordinator programme (aquatics role only)
- Track record of developing a Service / Business area.
- Experience of developing new innovative income streams.
- Computer literate, and the ability to use systems to interpret and analyse management and financial information in order to achieve desired outputs.

## Career graded posts

This post does not form part of a career grade.

## Supporting Information

Driving classification	
<p><b>Occasional driver</b> A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.</p>	<input type="checkbox"/>
<p><b>Regular Driver</b> Must hold a valid UK driving licence and have access to either their own car or a pool car in order to undertake the duties of the role unless other forms of transport are available and viable to perform the role, including public transport. Or a reasonable adjustment has been agreed.</p>	<input checked="" type="checkbox"/>
<p><b>Required Driver</b> Must hold a valid UK driving licence and will drive a vehicle supplied by the Council in order to undertake the duties of the role.</p>	<input type="checkbox"/>
<p>Employees should refer to the Corporate Driving at Work policy for further information.</p>	

Driving trigger points			
<p>The trigger points set out below, regarding driving licence points and at-fault accidents, apply to all staff who drive on council business.</p>			
Trigger Points	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action	
Points on driving licence	6	9	
Trigger Points	Discussion and advice on expected driving standards	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action
At fault accidents within a two-year period (whether work or personal)	1	2	3
<p>Job applicants who drive must have 9 or less points on their driving licence, and must have less than 4 at fault accidents within a two-year period. If they meet the trigger points, they will be subject to the actions outlined in the table above.</p> <p>If holding a valid licence, occasional drivers will need to declare penalty points and no-fault accidents as requested. Depending on the role, decisions as to whether this might either affect appointment or require corrective driver training, will be made case by case.</p>			
Political restriction			

This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, or as a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party	<input type="checkbox"/>
This role is not politically restricted	<input checked="" type="checkbox"/>

Professional fees and related occupational costs	
As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council	<input checked="" type="checkbox"/>
This role does not have any professional or occupational membership requirements	<input type="checkbox"/>

Clearances – Disclosure & Barring Service (DBS)	
This role will be engaged in ‘regulated activity’ providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an <b>Enhanced</b> DBS check before appointment can be confirmed.	<input checked="" type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a <b>Standard</b> DBS check	<input type="checkbox"/>
The role requires a <b>Basic</b> DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.	<input type="checkbox"/>
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	<input type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)	
This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check	<input type="checkbox"/>
This role is not subject to a BPSS check	<input checked="" type="checkbox"/>

Clearances – Non-Police Personnel Vetting (NPPV)	
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at <b>level 2*</b> . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed ‘secret’).	<input type="checkbox"/>
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at <b>level 3*</b> (*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to “secret” level. A level 3	<input type="checkbox"/>

<p>includes a check on you, your spouse/partner, co-residents, and all family members).</p> <p>This role is not subject to a NPPV check</p>	<input checked="" type="checkbox"/>
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<b>Safeguarding</b>	
<p>For all roles within Children’s Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council’s agreed child protection/vulnerable adults protection procedures will be followed.</p>	<input type="checkbox"/>
<p>For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults’ procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council’s agreed interagency safeguarding adults’ procedures will be followed, alongside implementation of the council’s disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.</p>	<input type="checkbox"/>
<p>For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council’s agreed child protection/vulnerable adults protection procedures will be followed.</p>	<input checked="" type="checkbox"/>