



number one for
service and value

Job Profile

Provisional Job Title: Deputy Manager (TPFC)	Grade: SO2
Section: Culture/Sports	Directorate: Contracts & Leisure
Responsible to: Centre Manager (TPFC)	Responsible for: Duty Manager (Wetside) Leisure Assistants
Post Number/s:	Date: April 2016

Working for the Richmond/ Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Borough Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in your development and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose:

The Deputy Manager is a vital role, working closely with the Centre Manager and deputising on a regular basis. The postholder will have a significant and direct part in ensuring the targets for the Centre are achieved. In particular, they will be crucial on a day to day basis in ensuring a top quality customer focus, ensuring staff are supported and directed effectively and maintaining excellence in health and safety.

Specific Duties and Responsibilities:

- In the absence of the Centre Manager, to take total responsibility for Teddington Pools and Fitness Centre (and other facilities booked for public use under the management control of the directorate).
- To take a lead on Health & Safety ensuring documentation is up to date and implemented within the Centre.
- To monitor performance indicators, review and improve activity programming and assisting with budgetary control measures.



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- To assist the Centre Manager with the implementation of any quality accreditation schemes such as Quest, IFI and Customer Service Excellence and with the implementation of IT initiatives which aid the smooth running of the Centre.
- To represent the Centre at meetings, both internal and external to the Council, as required, and to liaise with staff across the directorate and other agencies (including clubs and user groups).
- To take the lead on operational maintenance issues and ensure equipment / furnishings are fully maintained and available for use and as a key part of this to assist with improving and implementing cleaning procedures and standards.
- To work a full range of shifts, including regular evening and weekend work as required.
- Alongside the Centre Manager, the post holder will have responsibility for the line management of the staff team (approximately 6-8 members of staff) at the Centre. This will include carrying out 1 to 1 meetings, appraisals, identifying training needs etc.
- To assist with the recruitment of staff.
- In the performance of all your duties, and in particular in the support and management of staff, to implement all Council policies and procedures necessary to meet customer care needs and to reflect the Council's vision and values.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the Borough's of Wandsworth and Richmond services.
- To comply with relevant Codes of Practice, including the Code of Conduct, and policies concerning data protection and health and safety.
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and work to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand the both Council's duties and responsibilities for safeguarding children, young people and adults as they apply to your role within the council.
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.



Additional Information

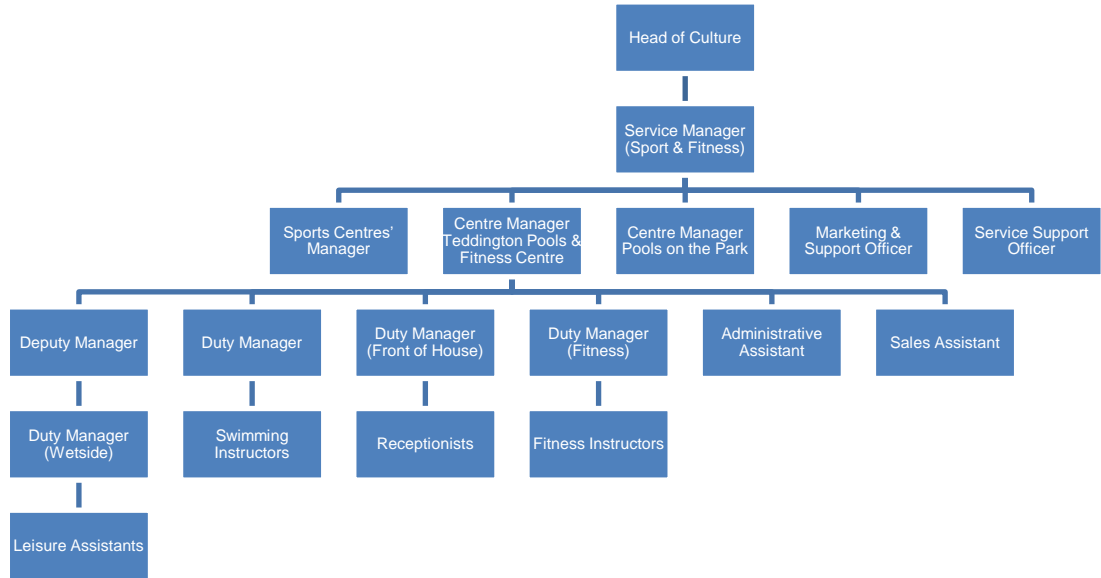
The Sport & Fitness Service sits within the Contracts & Leisure Department. Its primary objective is to develop opportunities and provision for participation in sport and physical activity for all sections of the community. The team is responsible for the management of 4 dual-use Sports and Fitness Centres, Teddington Pools & Fitness Centre and Pools on the Park in Richmond, as well as a centrally based Sports Development Team.

The Council is continually reviewing its structures and ways of working in order to provide the best services possible for residents, in the most efficient way. As a result the key tasks in any job may be varied and the post holder will be expected to take on such variations consistent with the level of responsibility of the post.

The postholder will work a flexible shift rota, which will include unsociable hours (some evenings and weekends). The postholder may also be asked to work at any of the Borough’s Sport & Fitness Centres.

The service is firmly committed to creating a safe and enjoyable environment for all young people, children and vulnerable adults. Our safeguarding responsibilities include safe recruitment practices which include the vetting of all individuals who work with these groups. Background checks including checks with the Disclosure and Barring Services (DBS) will be carried out in accordance with DBS guidelines.

Current team structure





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Person Specification

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Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

Being open. This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

Being supportive. This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

Being positive. Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a 'can do' attitude and are continuously looking for ways to help each other improve.

Post Specific Values & Behaviours

- I make decisions rather than referring them up the line.
- I actively support the changes the Council is making and help my team to see the positive aspects of change and what's in it for them.
- I treat customers the way they would want to be treated.
- I do what I say I will do, when I've promised to do it, or let people know why not.
- My service is based on my understanding of customers' needs and views.
- I look for opportunities to work with colleagues and partners to deliver improved services.

Requirements	Assessed by A & I/ T/ C
Knowledge & Experience	
A minimum of 2 years' experience in both a wet and dry leisure/sports facility, including facility management.	A/I
Knowledge of pool and fitness suite management.	I
Experience of operating a computerised booking system.	A
Some experience of pool plant operations.	A

Experience in developing a balanced programme of activities, optimising cost-effective use of the facilities, whilst meeting the needs of customers.	I
Knowledge of the importance of Health and Safety issues with reference to sports/leisure activities.	A/I
Skills	
Ability to demonstrate an understanding of why Diversity & Equality is important in employment and sports / leisure service delivery.	A
IT literate in the use of Microsoft Office applications such as MS Word, Excel and Outlook.	A/I
Ability to demonstrate an understanding of why Customer Care is important in employment and customer service.	A/I
Ability to monitor information on admissions, income and budgets to meet targets and to maintain record-keeping and administrative systems	A/I/T
Ability to lead of personnel matters such as recruitment and absence management.	I
Ability to establish and review Health & Safety procedures for effective and efficient service management.	I
To ensure a quality driven service through the implementation of initiatives such as Customer Service Excellence, IFI and Quest.	I
Ability to communicate effectively both verbally and in writing with a wide range of people (clubs, staff and customers), for the purposes of providing reports/advice/guidance, as well as information and assistance on services offered and the operation of equipment.	A/I/T
Ability to be available on a rota basis as a keyholder for the purposes of emergency call-out by the Police.	I
Qualifications	
A sports/recreation or management qualification.	A
A National Pool Lifeguard qualification.	A
A Pool Plant Operator qualification.	A
First Aid qualification.	A