**Job Profile comprising Job Description and Person Specification**

**Job Description**

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| **Job Title:** Service Infrastructure Officer | **Grade:**  SO2 |
| **Section:**  Culture/Sports | **Directorate:**  Contracts & Leisure |
| **Responsible to:**  Service Infrastructure Manager | **Responsible for:**  N/A |
| **Post Number/s:** | **Date:**  February 2023 |

**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:**

To assist the Service Infrastructure Manager with the infrastructure system of the service, including health & safety, facilities management, improvement projects and the delivery of special events.

**Specific Duties and Responsibilities:**

Programming

* To assist with logistical, Facilities Management (FM) and Health & Safety support, to enable the service to deliver a wide and balanced programme of activities, in line with Council objectives.
* To support with the ongoing management of the Sports Centres’ Sports and Community Use Agreements (SCUA).

Health and Safety

* To assist with management of the service’s compliance with all Health and Safety and industry polices.
* To assist with the management, co-ordination and review of service Risk Assessments.
* To assist with the co-ordination of compliance records for the service with SSA colleagues.

Facilities Management (FM)

* To support the Service Infrastructure Manager with Reactive and Planned Maintenance management.

Infrastructure

* To assist the Service Infrastructure Manager with key service projects and priorities.
* To support the Service Infrastructure Manager with Capital Projects.

Events

* To support the Service Infrastructure Manager with the co-ordination of key events across the service, including the operation of the Outdoor Grounds at Pools on the Park and the delivery of swimming galas.

Duty Manager Responsibilities

* To provide cover for Duty Manager shortages across the service.
* To support with rota cover at short notice.
* To work across any of the 6 sites operated by the Sports & Fitness Service.

**Generic Duties and Responsibilities**

* To contribute to the continuous improvement of the Boroughs 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 both Councils duties and responsibilities for safeguarding children, young people and adults, as they apply to your role within the SSA.
* 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 it structures and ways of working 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 postholder will be expected to take on such variations consistent with the level of responsibility of the post.

The postholder will need flexibility to work unsociable hours.

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.

**Team structure**

**Person Specification**

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| --- | --- |
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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 think about my work and get it right first time.
* 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.
* I organise my own work around my customers, not vice versa.

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| **Requirements** | **Assessed by  A &** **I/ T/ C** |
| **Knowledge & Experience** | |
| Experience of working at management level within a leisure/fitness facility. | A |
| **Skills** | |
| Ability to demonstrate an understanding of why Diversity & Equality is important in employment and service delivery. | A/I |
| Ability to demonstrate an understanding of why customer care is important in employment and service delivery. | A/I |
| Ability to manage staff effectively. | A/I |
| Ability to demonstrate effective financial management skills and numeracy. | I |
| Ability to demonstrate a thorough working knowledge of operational management of a sports / fitness centre. | A/I |
| Ability to demonstrate knowledge of Health and Safety and Event Management. | A/I |
| Ability to plan and co-ordinate projects. | I |
| Ability to establish and review systems and procedures for effective and efficient service management. | I |
| Knowledge of Safeguarding legislation, regulations and procedures relating to the facilities, and ability to ensure compliance. | A/I |
| Ability to monitor information on admissions, income and budgets, to meet targets and to maintain record keeping systems. | I |
| Ability to communicate clearly both verbally and in writing with a wide range of people, staff and customers, for the purposes of providing information, advice and assistance on services offered and the operation of equipment. | A |
| Ability to demonstrate a practical knowledge of relevant IT operating systems. | I |
| Flexibility to work unsociable hours. | A/I |
| Ability to demonstrate effective project management skills. | A |
| Ability to contribute to the strategic development of the Council’s Sport & Fitness Service. | I |
| Ability to demonstrate a significant level of responsibility and achievement. | A |
| Ability to demonstrate knowledge of industry trends in service provision, quality initiatives and value for money. | I |
| **Qualifications** | |
| Suitable leisure or management qualification | A |
| First Aid qualification (FAAW) | A |
| Pool Plant Operator qualification | A |
| National Pool Lifeguard Qualification (UK recognised) | A |
| Health & Safety Level 2 (or equivalent) qualification | A |
| Legionella Management (or equivalent) qualification | A |

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**