



ERSKINE STEWART'S MELVILLE SCHOOLS

JOB TITLE	• Sports Club Supervisor
DEPARTMENT	• Commercial Enterprises
REPORTS TO	• Sports Centre General Manager

ROLE DETAILS	
PURPOSE OF THE ROLE	<ul style="list-style-type: none"> • The sports club supervisor is involved in the supervision of day-to-day operations of all sports facilities at ESMS. They provide supervision and guidance to facility team members and sports attendants. • The Sports Club Supervisor supports the management team in achieving various business objectives as set by the school, including financial objectives, delivering and maintaining high levels of customer service, operational and growth objectives.
ACCOUNTABILITY	<ul style="list-style-type: none"> • The Sports Club Supervisor is accountable to the Sports Centre General Manager.
AUTHORITY	<ul style="list-style-type: none"> • The Sports Club Supervisor has authority as delegated by the Sports Club General Manager and Deputy Manager
RELATIONSHIPS	<ul style="list-style-type: none"> • Sports Centre staff • PE Department • Deputy Manager • Students • Sports Club Customers • Other external stakeholders

DUTIES AND KEY RESPONSIBILITIES	<p>General</p> <ul style="list-style-type: none"> • Carry out cleaning programmes for the fitness room and sports equipment and reporting any defects or breakages to maintain a high standard of cleanliness and maintenance in all areas of the centre. • Work at reception, respond to customer queries and liaise with service users. • Setting up and taking down sports equipment for bookings, ensuring that all bookings start and finish on time. • Assist with promotional activities as organised by Management. • Manage and maintain a full understanding of the Sports Club membership and booking system • Deal with customer queries in person and over the telephone in a confident and positive manner. • Contribute to sessions on Games afternoons • Any other reasonable duties as may requested by Management. <p>Gym</p> <ul style="list-style-type: none"> • Carry out inductions for first-time users of the fitness room to the highest standard, ensuring that the customer gains the knowledge and confidence to return and use the fitness room safely. • Carry out Personal Training sessions (if qualified) on the agreed PT
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	<p>commission rate.</p> <ul style="list-style-type: none"> Patrol the activity areas to ensure all areas conform to the health and safety standards and are therefore safe. <p>Supervisor</p> <ul style="list-style-type: none"> Processing bookings in the booking system. Cash handling and daily cashing up. Security patrols and activating/deactivating the building alarm. Pool management, which includes swimming pool water tests, corrective plant room action, (SMC only), and assisting management with any pool-related issues and NPLQ matters. Provide administration support with regards to booking enquiries and agreements, payment plans, invoicing and risk assessments for all hirers, ensuring payments are made in a timely manner and all groups use the site safely. Ensure compliance with all Health & Safety regulations, including risk assessments, risk assessments, emergency procedures and routine inspections Alongside the Estates and Facilities Team, make sure all facilities and equipment are safe to use and presentable for all visitors and maintain the security of the buildings.
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PERSON SPECIFICATION		
	Essential Criteria	Desirable Criteria
Experience	<ul style="list-style-type: none"> Previous experience of working in a gym or fitness centre Previous experience of working in a customer-facing environment 	<ul style="list-style-type: none"> Previous experience of working in a school setting
Education/Qualifications	<ul style="list-style-type: none"> National Pool Lifeguard Qualification (NPLQ) 	<ul style="list-style-type: none"> First Aid certificate Level 2 Gym Instructor qualification Level 3 or 4 Personal Trainer Qualification
Skills/ Abilities/ Capabilities	<ul style="list-style-type: none"> Excellent communication skills (orally and in writing) and interpersonal skills. To adhere to and follow instructions for current industry guidance ensuring Health and Safety standards are met Ability to multi-task and prioritise own workload with good attention to detail Adaptability for working on team tasks and individual tasks Ability to deliver constructive feedback 	
Personal Attributes	<ul style="list-style-type: none"> Boundless energy and resilience to allow challenges to be viewed as opportunities Dealing with every situation calmly and professionally 	<ul style="list-style-type: none"> Keen interest in sport and fitness

	<ul style="list-style-type: none"> • Strong commitment to seeing and bringing out the best in students • A desire for fairness, dignity, and respect in every interaction • Active listening and authenticity • The highest level of personal integrity 	
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