



Shift Supervisors Job Description

Report directly to the Facility Operations Managers and work under the direction of the Trusts management team to lead the Trust forward, showing leadership, motivational and management skills to define culture and develop positive enthusiasm amongst the work force.

Collaborate with the entire management team under the direction of the Executive Director to ensure consistency of message and Trust wide goals are achieved.

Take responsibility for the overall management of operational shifts including:

Staff Management:

- Motivate and lead staff to complete daily tasks, check their work, allocate breaks and all necessary actions to ensure the facilities are excellently run for the duration of the shift.
- Support all staff in their duties, cover breaks where necessary
- To be responsible for any staffing issues and arrange cover for absences whilst on duty, deal with sickness, requests for holiday, and rota changes whilst on shift.
- Carry out informative and effective on the job training for new staff joining the Trust and update existing staff on all new facility/Trust initiatives, systems of work/good practice, policies and procedures

Customer Service

- Resolve customer care issues on a shift by shift basis including conducting daily walk around to identify customer care issues and dealing with customer complaints and issues.
- Perform customer show rounds.
- Lead the team by example by upselling memberships, promotional items
- Deliver exceptional customer service, setting an example and tone for the rest of the team to follow.
- Deal with emergencies, first aid requirements and any other eventualities that arise during a shift.



Maintenance, Health and Safety and Administration

- Check and perform relevant site specific matters such as climbing wall checks, pool tests, backwashes, topping up and deal with contamination of the pool in accordance with Health & Safety Procedures when necessary.
- Complete daily banking, building checks, meter readings and other administrative tasks
- Report and maintenance issues, accidents, or problems to the facility operations manager.

General Responsibilities

- Any other tasks or responsibilities as required.
- Complete project based work to support the facility operations manager.
- Assist with facility operations manager responsibilities as required.