**JOB TITLE REPORTS TO**

Pool & Sports Facilities Compliance Manager Head of Day Opportunities

1. **JOB DESCRIPTION**

The Pool & Sports Facilities Compliance Manager is responsible for overseeing the safe and efficient operation of the Swimming Pool and Sports facilities. This includes ensuring that all equipment is well-maintained, properly staffed, and in compliance with legal requirements to benefit the individuals we support.

In addition they will be responsible for developing and implementing policies and procedures to ensure ongoing compliance and will serve as the main point of contact for regulatory inspections and audits. The ideal candidate will have a strong background in pool and sports facility management, a thorough understanding of relevant regulations, and excellent communication and leadership skills.

They must enforce the highest standards of health and safety practices in the facilities, overseeing training, cleaning, water testing, and maintenance tasks. Additionally, they are responsible for keeping detailed pool records in accordance with HSG179 Health and safety guidelines for swimming pools.

The role requires you to participate in the provision of lifeguarding and flexibility in working hours, including weekends and evenings,

To assist with any other Ad Hoc duties required as and when the business may require them.

1. **PRINCIPLE ACCOUNTABILITIES**

***HEALTH, SAFETY AND SECURITY***

2.1 Oversee the safe day to day operation of all pool & sports &facilities ensuring they are safe, clean and welcoming.

2.2 It is the responsibility of the Pool & Sports Facilities Compliance Manager to review, develop, and maintain the Normal Operating Procedures and Emergency Action Plan for the swimming pool facility. They must ensure that these procedures are followed and regularly review them to comply with current regulations.

2.3 Review, develop and maintain risk assessments, identify and control hazards.

2.4 Review and ensure risk assessments are in place for the people we support and other pool users

2.5 Complete pool records, in line with HSG179 Health and safety in swimming pools.

2.6 Ensure the highest level of health and safety practices in the facility, including training, cleaning, water testing and maintenance duties.

2.7 Manage the pool plant to ensure appropriate dosing of the pool to maintain water quality and have a thorough understanding of COSHH regulations.

Responsible for monitoring of stocks and ordering replacement chemicals and supplies.

2.8 Ensure safeguarding protocols are in place to manage appropriate access to the facilities by the various users.

* 1. To promote and support awareness of cultural diversity. To ensure that bullying, harassment and intimidation are not tolerated.
  2. To be aware of issues relating to POVA and safeguarding of children and to report any untoward incidents immediately to the appropriate person.

2.11 Ensure routine maintenance, checks and inspections of plant and machinery and equipment are carried out, in-house and by specialist contractors where appropriate. Work closely with the Estates and H&S Manager to achieve this.

2.12 Ensure that appropriate and detailed records are maintained to demonstrate full compliance with all relevant and recommended good practice for sports facilities and swimming pools.

2.13 Ensure the team open and close the pool according to PSOP

Responsible for ensuring the fire evacuation protocols for the swimming pool and sports facilities, guaranteeing that measures are established for a smooth and secure evacuation. Making sure that all staff members have received initial and updated training on the procedures.

2.14 Supervising and supporting the Pool and Sports Facilities Supervisor to ensure the efficient management of the pool, gym, sports hall, and multi-user games area at David Lewis.

2.15 To oversee and ensure that the Pool and Sports Supervisor, as well as the Lifeguards and other wider team members, are fully aware of and comply with the guidelines regarding the admission of staff to the pool, in accordance with PSOP regulations.

2.16 Ensure that all pool & sports facilities are maintained to a high standard day-to-day. This will occasionally include ad-hoc cleaning and the appropriate setting up, management and storage of equipment.

2.17 Act as a one of the main key holder, ensuring the facilities are opened, closed, and secured as determined by the operational programme, and in an emergency supervise the clearing of all buildings according to procedures.

2.18 Work with the pool & sports facilities team to manage the facilities, in such a way as to ensure that they are always ready and available for use during and outside the normal day, and for such other events and potential commercial activities organised.

***MANAGEMENT, TRAINING AND DEVELOPMENT***

2.19 Line manage the pool team members including appraisals and performance management, arrange training sessions and maintain up to date training records.

2.20 Oversee the Preparation of team rotas ensuring compliance with staffing numbers, ratios and working time requirements.

2.21 Manage CPD for Lifeguards including IQL requirements, keeping track of swim teacher qualifications, monitor Lifeguard qualification expiry dates arranging timely refresh training.

2.22 Key accountability for line managing the pool and sports facilities supervisor:

2.23 Providing support and guidance to the supervisor in carrying out their responsibilities effectively and efficiently.

2.24 Setting clear expectations and goals for the supervisor and team and monitoring their progress towards achieving them.

2.25 Ensuring the supervisor has the necessary resources, tools, and training to perform their duties effectively.

2.26 Address any issues or conflicts that arise within the team or between the supervisor and team members.

2.27 Acting as a liaison between senior management and the team, communicating important information and decisions.

2.28 Supporting the team in developing their leadership skills and professional growth through coaching and mentoring.

2.29 In charge of recruiting new team members via rigorous and secure recruitment procedures.

1. **KEY RELATIONSHIPS**

3.1In addition to the Head of Day Opportunities the Pool & Sports Facilities Compliance Manager will liaise closely with the Estates and H&S team

3.2 The nature of the role requires good communication with existing and potential members of the team other services within the organisation and external agencies as required

* Day Opportunities
* School & College
* Residential Warford & Community houses

3.3 Promote and encourage the use of facilities and services ensuring the highest standards of customer relations are maintained.

3.4 The Pool & Sports Facilities Compliance Manager will ensure that all facilities are well used by; the People we support.

3.5 Manage Pool & Sports facilities access with a focus to maximise usage and ensure the people we support enjoy the best possible experience, through:

* Offering a variety of classes and activities to cater to different abilities and interests, ensuring that there is something for everyone to enjoy.
* Providing training and support for staff to ensure they are knowledgeable about the facilities and can assist individuals with using them effectively.
* Regularly surveying people we support and their families to gather feedback on their experiences and identify areas for improvement.
* Collaborating the different services to offer joint programming and events at the facility.
* Hosting regular events to create a sense of community and encourage participation in the facilities.

3.6 Handling inquiries, complaints, compliments, and issues in a professional and timely manner in line with DL policies and procedures is essential for maintaining pool and sports facilities user satisfaction. This includes responding promptly to emails, phone calls, and addressing any concerns or issues raised by people using the facilities, and resolving them in a fair and satisfactory manner. It also involves acknowledging and thanking people for their positive feedback and addressing any issues that may arise in a respectful and efficient manner. By following DL policies and procedures, employees can ensure that they are providing consistent and high-quality customer service that meets the company's standards and expectations.

1. **GROWTH, DEVELOPMENT OF THE FACILITIES AND EXPLORATION OF COMMERCIAL OPPORTUNITIES**

4.1 To ensure that our pool and sports facilities are continuously improving for the benefit of the people we support. By actively seeking feedback from the people we support, wider teams and families we can gain valuable insights into areas that may need improvement and opportunities for growth.

4.2 Co-production, or working together with the people we support to create a shared vision for our facilities, is essential in ensuring that their needs and preferences are taken into consideration. By involving them in the decision-making process, we can foster a sense of ownership and pride in our facilities, ultimately leading to greater satisfaction and engagement.

4.3 Through ongoing communication, collaboration, and a commitment to listening and responding to feedback, we can create a culture of accountability that drives continuous development and growth of our pool and sports facilities. This in turn will enhance the overall experience for the people we support and contribute to their health and well-being.

4.4 Explore the opportunity for commercial activities of all the sports facilities. However we must ensure that the commercial activities of all sports facilities do not have any negative impact on the individuals we assist. When considering resource allocation, we need to be mindful that commercial opportunities may redirect resources and attention from other critical activities and services for the people we support.

* Swimming lessons
* Parent baby swim
* Holiday swim sessions
* Other commercial uses of the swimming pool.
* Sports Hall
* Sensory & immersive space

**5 PERFORMANCE MEASURES**

* Quality of relationships with Service Users, staff and other professionals measured by feedback and observations.
* Line Manager Satisfaction with quality of work, competence level, all measured by feedback, performance appraisals and ongoing performance management.
* **Disclosure and Barring Service (DBS) Checks**: This post, due to its nature, duties and responsibilities, will be subject to a check by the DBS. The level of check which will apply shall be an “Enhanced” level check. Information about this disclosure can be found at [www.gov.uk](http://www.gov.uk).
* To prevent abuse and implement good practice David Lewis ensures that recruitment practices are robust and rigorous and that all staff employed have up to date and acceptable references, a full and complete employment history, an Enhanced DBS check and a check of the DBS barred lists.

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| **PERSON SPECIFICATION** | **Essential/ Desirable** | **Assessment Method** |
| **Qualifications and Experience** |  |  |
| Experience working in a sports centre/ leisure environment | E | CV/App form |
| Management experience in a relevant role, including line management of staff | E | CV/App Form |
| Current and valid National Pool Lifeguard Qualification or willing to be trained | E | CV/App Form |
| Current and valid National Pool Management Qualification or willing to be trained | E | CV/App Form |
| Pool plant operators' licence, or willing to be trained | E | CV/App Form |
| Experience managing a budget | D | CV/App Form |
| Relevant Sports Science Degree | D | CV/App Form |
| Level 2 or above Personal/ Fitness Training qualification | D | CV/App Form |
| Level 2 or above Swim Teacher qualification | D | CV/App Form |
| Health and Safety training or qualification e.g. NEBOSH | D | CV/App Form |
| **Skills and Attributes** |  |  |
| Excellent organisational skills | E | Interview |
| Ability to communicate clearly with a wide range of stakeholders and users of the facility | E | Interview |
| Supportive of the practical, requirements of the people we support and their needs and enabling these. | E | App Form  Interview |
| Flexibility of approach and the ability to balance multiple competing priorities | E | Interview |
| Ability to work strategically and see the big picture, as well as having an eye for detail | E | Interview |
| Ability to react calmly and effectively in unexpected or emergency situations | E | Interview |
| Commitment to commercial development | E | Interview |
| Adaptable and flexible with hours/ days worked | E | Interview |
| Positive team player | E | Interview |
| Good IT skills, familiarity with MS Office | E | App Form |