

Person Specification: Assistant Manager	
<b>Essential</b>	
<b>Qualifications &amp; Experience:</b>	
Current RLSS National Pool Lifeguard Qualification.	
First Aid at Work qualification (not required with RLSS Generation 10).	
Extensive experience in a senior supervisory or assistant management role within a leisure or sports environment.	
Proven ability to lead multi-disciplinary teams across multiple sites and operational functions.	
Robust track record in managing health & safety protocols, including inspections, incident investigations, COSHH compliance, and safeguarding responsibilities as a DDSL.	
Experience supporting strategic objectives, including membership growth, marketing initiatives, and secondary revenue generation.	
Operational understanding of community programmes, Ofsted-aligned activity delivery, and public sector leisure services.	
Proven success in responding to emergencies, coordinating team responses, and ensuring operational continuity.	
Skilled in handling customer feedback, complaints, and service improvement planning.	
Demonstrable experience in managing pool plant operations and systems, including routine water testing, chemical dosing, plant room oversight, and compliance with Pool Water Treatment Advisory Group (PWTAG) and health & safety standards.	
<b>Skills &amp; Abilities:</b>	
High-level leadership and performance management capabilities, with the ability to motivate, coach, and hold staff accountable to operational standards.	
Strong organisational and time management skills, capable of balancing operational oversight with strategic delivery.	
Excellent written and verbal communication skills, including report writing and data-informed decision-making.	
Competence in IT systems, including Microsoft Office and leisure management/booking systems.	
In-depth knowledge of NOPs, EAPs, safeguarding responsibilities, and compliance frameworks within the leisure industry.	
Ability to influence and implement continuous improvement across services and team culture.	
Ability to design, deliver and monitor mandatory training programmes and promote a proactive safety culture.	
Confidence in liaising with contractors and supporting facility maintenance planning and execution.	
Strong leadership and decision-making skills, with the ability to take initiative and act confidently in high-pressure situations.	
Experience developing or reviewing operational procedures, policies, or quality assurance systems.	
In-depth understanding of pool supervision standards, lifeguard responsibilities, and emergency procedures.	
<b>Personal Attributes:</b>	
Positive, proactive, and approachable leadership style.	
Flexible and committed to working a shift-based rota, including early mornings, evenings, weekends, and school holidays.	



**Chesterton | Impington | Witchford**

Personally invested in maintaining a safe, clean, and welcoming environment for all users.
Professional, dependable, and aligned with the values of ELA Active.
Enthusiastic about supporting community engagement and promoting access to active lifestyles.
<b>Other Requirements:</b>
Able to obtain Enhanced DBS clearance.
Willingness to travel and work across multiple ELA Active Ltd sites as required.
Strong understanding of safeguarding principles and the role of a manager in ensuring compliance.
<b>Desirable</b>
RLSS Trainer Assessor qualification – enabling in-house delivery of lifeguard training and assessments.
RLSS National Rescue Award for Swimming Teachers and Coaches (NRSTC) – or experience delivering training in aquatic safety.
First Aid Instructor/Assessor qualification – ability to deliver and assess First Aid at Work and Emergency First Aid qualifications.
Additional qualifications in leadership, safeguarding, or health & safety (e.g., IOSH, NEBOSH).
National Pool Management Qualification

This person specification outlines the key attributes, qualifications, and experience required for the role of Duty Manager at ELA Active. The successful candidate will demonstrate these qualities and be committed to providing a safe, high-quality service to all users of the facility. While these are key requirements, the role may also involve additional duties to ensure the delivery of a safe, high-quality service to all facility users.