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Post Title	Shift Leader
Post Purpose:	The Shift Leader supports the smooth and safe daily operation of the sports centre by leading on key operational tasks, ensuring high standards of cleanliness and supervision, and confidently supporting the Duty Manager team. This role holds key holder responsibility and is expected to maintain up-to-date knowledge of all ELA Active sites to provide seamless operational support and cover where needed.
Reporting to:	Sports Centre Manager
Working time:	37 hours on shift including weekends, early morning and evenings.
Salary:	Scale 4 – Point 7-11.
Holiday:	24 days annual leave plus statutory public holidays, increasing with service.
Location	ELA Active Ltd is part of the Eastern Learning Alliance. This role involves working across all ELA Active Ltd sports centres.
Disclosure Level:	Enhanced DBS with Barred List

Key Responsibilities

1. Facility Operations & Daily Delivery

- Ensure the facility operates efficiently during shifts, maintaining high standards of cleanliness, safety, and service.
- Carry out daily operational tasks including building checks, pool setups, and cleaning duties across dry and wet-side facilities.
- Monitor equipment condition and report maintenance issues promptly to ensure facility readiness.
- Support and assist with the setup and delivery of group bookings, events, and daily programme transitions.
- Ensure accident and incident reporting is accurate, timely, and in line with ELA Active policies.

2. Customer Service & Engagement

- Promote a welcoming and professional atmosphere, ensuring high standards of customer care are delivered by all staff.



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- Respond to customer enquiries, feedback, or complaints in a timely and effective manner, escalating to Duty Managers when necessary.
- Provide assistance throughout all business operations as required, such as reception duties, to ensure smooth service delivery and minimal disruption.
- Support the successful delivery of events, holiday clubs, and special programmes.

3. Pool Supervision & Pool Plant Support

- Provide regular poolside supervision in line with RLSS standards, ensuring constant vigilance and effective communication with the lifeguarding team.
- Conduct daily water testing and monitor chemical levels in accordance with health and safety regulations.
- Support the Duty Manager with completion of routine pool plant operation tasks and reporting.
- Hold or be willing to achieve a National Pool Plant Operators Qualification to support safe and compliant pool management.
- Identify and escalate water quality or safety concerns that may impact public use.

4. Staff Support & Communication

- Act as a role model for frontline teams, providing informal guidance, encouragement, and support during shifts.
- Support the Duty Manager in communicating expectations to staff and upholding service standards.
- Assist with new staff inductions and provide basic on-the-job training as needed.
- Foster a collaborative working environment and promote effective teamwork.

5. Health, Safety, and Maintenance

- Adhere to and promote ELA Active's health and safety policies, ensuring compliance with legal and internal safety requirements.
- Complete and oversee routine facility checks including fire safety, emergency lighting, first aid, and COSHH compliance.
- Ensure safe usage of equipment and immediate resolution or escalation of hazards.
- Participate in maintaining cleanliness across all areas, supporting scheduled cleaning tasks.

6. Key Holder & Emergency Responsibilities

- Hold key holder responsibilities for all ELA Active sites.
- Independently open and close the building following operational and security procedures.
- Undertake lifeguard duties as required, ensuring that all lifeguarding practices comply with RLSS standards, and that proper supervision is maintained at all times.



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- Act as the designated first aider and fire marshal during shifts where assigned.

7. Leadership & Duty Manager Cover

- Maintain the skills, confidence, and operational awareness required to act as cover for Duty Manager shifts when directed by the Sports Centre Manager.
- Take ownership of delegated responsibilities, reporting progress and identifying opportunities for improvement.
- Make informed decisions during shifts in the absence of senior managers, ensuring safety and service continuity.
- Act as operational lead when Duty Manager cover is required, ensuring a seamless transition and consistent standards.

8. Emergency Response & Operational Continuity

- Supportive Emergency Response: Assist in responding to emergencies by taking appropriate action to help maintain a safe and operational facility. Take the lead only when acting as the most senior staff member on duty.
- Proactive Problem-Solving: Use initiative and sound judgment to help resolve operational issues quickly and effectively, supporting the management team in minimising service disruption.
- Clear Escalation: Identify situations that require further input and escalate promptly to management or external services when necessary, ensuring accurate and timely communication.
- Operational Readiness: Maintain up-to-date knowledge of emergency procedures and support a culture of safety, preparedness, and resilience across the team.

9. Performance & Operational Goals

- Take ownership of delegated Key Performance Indicators (KPIs) to improve facility operations.
- Monitor and report on KPI progress, identifying areas for improvement.
- Support initiatives to enhance services and offerings based on customer feedback and data insights.

10. Training & Development

- Lifeguard Certification & Training: Hold and maintain a valid RLSS Pool Lifeguard Qualification. Attend RLSS Lifeguard training sessions for a minimum of two hours each month. These sessions will take place outside of the standard shift pattern and will be compensated additionally.
- Safeguarding & Protection Training: Complete mandatory safeguarding and child protection training as required by the ELA Trust. Stay up to date with refresher training to ensure continued compliance and awareness.
- Role-Specific Training: Successfully complete all compulsory training relevant to the role during the probation period. Participate in ongoing annual training, refresher sessions, and development opportunities to maintain high standards of performance and knowledge.



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- **Pool Plant Operations:** Obtain and maintain a valid National Pool Plant Operators qualification. This ensures competency in managing pool systems, monitoring water quality, and supporting the safe operation of the plant room and related equipment.

11. Cross-Site Working & Flexibility

- **Multi-Site Competency:** Maintain up-to-date knowledge of procedures, layouts, and operations across all ELA Active sites to ensure you can confidently and effectively work at any location when required. Stay familiar with site-specific protocols, emergency procedures, and daily operations.
- **Adaptability:** Be flexible in your working hours and approach, supporting shift changes, cover requirements, and delegation of duties based on the evolving needs of the business. This includes being available to work evenings, weekends, and at short notice if necessary.
- **Consistent Standards:** Ensure that the same high standard of service, safety, and professionalism is maintained regardless of which site you are working at, representing the ELA Active brand consistently.
- **Team Collaboration:** Work collaboratively with staff teams across different sites, contributing to a strong, unified operational culture and supporting best practice sharing across locations.

12. Safeguarding

- Ensure full compliance with all safeguarding policies and procedures set by the ELA Trust.
- Participate in annual safeguarding training and refresher sessions to maintain up-to-date knowledge and best practices.
- Promote a culture of safety and vigilance, ensuring all staff understand, adhere to, and actively uphold safeguarding responsibilities.
- Maintain a strong awareness of safeguarding practices and promote the welfare of children and vulnerable adults.
- Integrate safeguarding into staff development and training to reinforce best practices and compliance.

13. Trust Ethos

- Support the overall mission and values of the ELA Trust, promoting its ethos within the facility.
- Promote and adhere to the ELA Trust's policies.
- Comply with the Trust's Health and Safety Policy.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified and as a term of your employment you may be reasonably be expected to perform duties of a similar or related nature to those outlined in the job description.



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Safeguarding Statement

The Trust expects that all employees will carry out all duties with an awareness and understanding of the safeguarding requirements within their area of responsibility and comply with all safeguarding policies and procedures. Employees must promote and safeguard the welfare of children, young people or vulnerable adults they are responsible for, or come into contact with.



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Person Specification: Shift Leader
Essential
Qualifications & Experience:
Current RLSS National Pool Lifeguard Qualification
First Aid qualification (or willingness to obtain).
Previous experience working in a sports or leisure facility in a frontline or support capacity.
Experience delivering excellent customer service, including handling general enquiries and basic complaints.
Awareness of health and safety practices in a leisure environment, including basic familiarity with emergency action plans and risk assessments.
Safeguarding and child protection training (or willingness to complete).
Leisure assistant or similar operational experience.
Skills & Abilities:
Reliable team player with strong communication and interpersonal skills.
Ability to work under pressure and respond to situations calmly and effectively.
Demonstrated understanding of customer service expectations in a public-facing role.
Awareness of lifeguard responsibilities and the importance of poolside supervision.
Willingness to undertake training related to facility safety, operations, and emergency procedures.
Comfortable with basic IT systems used for bookings and communication.
Personal Attributes:
Enthusiastic and proactive with a positive attitude to teamwork and learning.
Flexibility to work on a shift basis including early mornings, evenings, and weekends.
Commitment to maintaining cleanliness, safety, and high facility standards.
Willingness to act as a positive role model and uphold ELA Active values.
Other Requirements:
Able to obtain Enhanced DBS clearance.
Willingness to work across multiple sites as needed.
Understanding of the importance of safeguarding when working with children and vulnerable adults.
Desirable
Experience in a supervisory or shift leader capacity.
Coaching or activity leadership qualifications in sport or fitness.
Experience supporting events or group bookings.
Knowledge of pool plant operations (with willingness to undertake relevant training).
Familiarity with normal operating procedures and emergency response protocols.
Additional certifications in first aid, customer service, or health and safety.

This person specification outlines the key attributes, qualifications, and experience required for the role of Shift Leader at ELA Active. The successful candidate will demonstrate these qualities and be committed to providing a safe, high-quality service



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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.