

## Casual Shift Leader – ELA Active Ltd

Location: Witchford Sports Centres, Cambridgeshire

Salary: Scale 4 – Point 7 – £13.09 per hour

Contract: Casual Zero Hours Contract

Start Date: Immediate.

Disclosure Level: Enhanced DBS with Barred List check

Are you looking for a flexible leisure operations role within a busy and welcoming leisure environment?

ELA Active Ltd is seeking reliable and motivated Casual Shift Leaders to join our team at Witchford Sports Centre. This casual role offers flexible working hours and the opportunity to gain valuable experience supporting leisure centre operations, customer service, and site responsibility.

As a Casual Shift Leader, you will act as the responsible on-duty contact during your shift, helping to ensure the centre operates safely, efficiently, and to a high standard. This role focuses on operational support and customer experience.

There are opportunities to further develop your skills and, following appropriate training (including the National Pool Lifeguard Qualification – NPLQ), provide support across other ELA Active sports centres.

### Why ELA Active?

At ELA Active, we are committed to delivering high-quality facilities while investing in our people. You will have access to training and development opportunities, with the potential to take on additional responsibilities across multiple sites.

Whether you already have some leadership experience or are looking to take the next step, we will support your development within the leisure sector.

### Key responsibilities:

- Acting as the on-site point of contact during shifts
- Supporting the safe, smooth, and efficient day-to-day operation of the centre
- Providing excellent customer service and handling customer enquiries
- Opening and closing the centre with key holder responsibility
- Supporting bookings, activities, events, and community use
- Ensuring facilities are presented to a high standard, including basic checks and set-up
- Working independently and following operational procedures

### Development and training:

- Opportunities to develop skills and work across multiple ELA Active sites
- Support to undertake additional training, including the National Pool Lifeguard Qualification (NPLQ), if you wish to expand your role

- Access to ongoing training and development sessions

Essential requirements:

- You must be 18 years of age or over, as the role involves lone working
- A proactive, customer-focused approach, with the ability to act responsibly and use good judgement while on duty
- Strong communication skills and the confidence to take responsibility for the centre during shifts
- The ability to work independently and follow established operational procedures
- A willingness to undertake further training as required
- Flexibility to work evenings, weekends, and at short notice in line with centre opening hours: Monday–Friday: 4:30pm – 10:00pm and Saturday: 8:00am – 5:00pm.

What we offer:

- Flexible casual working hours
- Full induction and ongoing training
- Comprehensive employee benefits scheme
- On-site parking
- A collaborative, inclusive team culture

If you are reliable, customer-focused, and interested in developing your skills within a professional leisure environment, we would love to hear from you.

Apply now by completing the application form available on the main Eastern Learning Alliance website.

Please note we do not accept CVs.

All offers are subject to satisfactory employment checks, including an Enhanced Disclosure and Barring Service check. The Eastern Learning Alliance is committed to equal opportunities and to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.