

Person Specification: Shift Leader
Essential
Qualifications & Experience:
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.
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 casual basis including 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.
As this is a lone-working role, applicants must be 18 or over.
Desirable
Experience in a supervisory or shift leader capacity.
Coaching or activity leadership qualifications in sport or fitness.
Experience supporting events or group bookings.
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 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.