



**Chesterton** | **Impington** | **Witchford**

Post Title	Shift Leader
Post Purpose:	The Shift Leader ensures the smooth, safe, and efficient daily operation of the sports centre through independent working, taking responsibility for key operational tasks, maintaining high standards of cleanliness and safety, and supporting Duty Managers when required. This role includes key-holder duties and requires up-to-date operational knowledge to provide reliable lone-working cover where needed.
Reporting to:	Sports Centre Manager
Working time:	Casual Zero Hours Contract
Salary:	Scale 4 – Point 7 – £13.09 per hour
Location	Primary location Witchford Sports Centre. Opportunity to work at all ELA Sites, where appropriate.
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, equipment setup, area preparation, and cleaning duties.
- 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.
- Respond to customer enquiries, feedback, or complaints in a timely and effective manner, escalating to Sports Centre Manager when necessary.
- Provide independent support across all areas of operation, including reception duties, to maintain smooth service delivery.



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- Support the successful delivery of events, holiday clubs, and special programmes.

### **3. Staff Support & Communication**

- Support the Sports Centre Manager by communicating operational expectations clearly when required.
- Promote clear communication and consistent standards across shifts.
- Maintain professional working relationships across sites while carrying out duties independently.

### **4. 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.

### **5. Key Holder & Emergency Responsibilities**

- Hold key-holder responsibilities for opening and closing the building independently.
- Independently open and close the building following operational and security procedures.
- Act as the designated first aider and fire marshal during shifts.
- Manage emergency situations calmly and effectively when working alone.

### **6. Shift Management**

- Maintain the skills, confidence, and operational awareness required to open and close the building.
- 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, ensuring a seamless transition and consistent standards.

### **7. Emergency Response & Operational Continuity**

- Respond to emergencies by taking appropriate action to help maintain a safe and operational facility.
- Use initiative and sound judgment to help resolve operational issues quickly and effectively.



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- Identify situations that require further input and escalate promptly to management or external services when necessary, ensuring accurate and timely communication.
- Maintain up-to-date knowledge of emergency procedures and support a culture of safety, preparedness, and resilience.

### **8. 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.

### **9. Training & Development**

- 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.
- Successfully complete all compulsory training relevant to the role. Participate in ongoing annual training, refresher sessions, and development opportunities to maintain high standards of performance and knowledge.

### **10. Flexibility**

- 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.
- Work collaboratively with staff teams across different sites, contributing to a strong, unified operational culture and supporting best practice sharing across locations.

### **11. 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.

### **12. Trust Ethos**



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- 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.

### **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:
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.