



Recruitment Pack for

Shift Supervisor

Hours: 37 hours per week
Location: Teviotdale Leisure Centre
Closing Date: Friday 21st March 2025
Job Ref No: 0832
Salary: Grade 4 £12.78 - £13.70
(£24,656.24 - £26,431.19)

This pack includes details about our organisation to assist you with your application:

- Introduction to Live Borders
- Our Strategic Vision
- Our Values
- Job Description and Person Specification
- Conditions of Employment

More information can be found on our website www.liveborders.org.uk

If you would like to apply for this post, all you need to do is click [here!](#)

The selection process can include different forms of assessment along with a formal interview. You will be advised of this if your application is successful.

If you have a disability and need assistance in completing your application form, please contact our People team recruitment@liveborders.org.uk to discuss your needs or request a call back.

We look forward to receiving your completed application.



Introduction to Live Borders

Live Borders is the sport, leisure and culture trust for the Scottish Borders – this means we are a charity. Our aim is for everyone living, working and visiting the Borders to be **healthier, happier and stronger**.

Live Borders is governed and led by a Board of Trustees who set the strategic direction and monitors performance of the organisation.

Our Strategic Vision

Vision: Everyone living in, working in, and visiting the Borders to be healthier, happier and stronger.

Mission: We use our energy, enthusiasm and knowledge to support more people to experience more, learn more, and move more.

Strategic Goals:

- Expand levels of participation
- Grow our earned income
- Develop new funding streams
- Build on our reputation for great customer service
- Create a sustainable charity
- Nurture our people to be proud of what they do

Our Values

At the heart of Live Borders is our commitment to improve lives through physical activity, sport and culture. We use our energy, enthusiasm and knowledge to support people to experience more, learn more and move more.

Our Values underpin all that we do: [Live Borders Values](#)

Every penny spent with us is reinvested into supporting active, creative and healthy communities.

The executive team led by the CEO provide the strategic lead on the management and development of Live Borders to ensure we are a sustainable, dynamic and flexible organisation fit for the future and that meets our stated outcomes.

Live Borders are proud to be one of the largest accredited Living Wage employers in the Scottish Borders.



JOB DESCRIPTION AND PERSON SPECIFICATION

Job Purpose:

Shift responsibility for the day-to-day operation of the leisure centre, overseeing operations in accordance with Normal Operating Procedures.

Includes the supervision of staff to enable the smooth operation of the facility, as well as ensuring that areas across the facility are clean, safe and welcoming.

Responsibilities:

1. Responsible for shift operation in accordance with Normal Operating Procedures.
2. Ensure the shift runs efficiently and effectively.
3. Supporting the Centre Manager with the successful delivery of programming ensuring the health and safety of staff and customers, and guaranteeing the highest standards of service.
4. To ensure the provision of a clean, high quality facility and support the Centre Manager in the delivery of an exciting and innovative Leisure Centre programme.
5. To act as a member of the team on a shift rota system with supervisor responsibilities for staff on shift.
6. Be the responsible person in charge of operations in the Centre Manager's absence.
7. Ensure where possible the frontline resolution of any issues concerning customer care.
8. To support the Centre Manager in providing appropriate levels of staff for the daily opening hours.
9. To support the Centre Manager with implementing new activities and contribute innovative ideas to team meetings.
10. Support the Centre Manager with functional responsibility for key revenue lines, monitoring cost effectiveness, participation and occupancy in all courses and activities and identifying improvements with the Duty/Centre Manager.
11. To ensure all staff are kept informed of the Centre's activities and special events.
12. Support Centre Manager to deliver on objectives.
13. To assist in the marketing and publicity of all activities.
14. To assist with ordering, invoicing and stock management where required.
15. To be responsible for cash handling and till system reconciliation.

Other details:

Requirement to work out of hours or weekends – yes.

Requirement for PVG/Disclosure check – yes.

Person Specification

EDUCATION			
Essential	Assessed by	Desirable	Assessed by
National Pool Lifeguard Qualification	A/ I	First Aid Qualification	A/ I
Good all round standard of education	A/ I	Recognised Pool Plant Operator qualification or sound working knowledge of procedures	A/ I
		World Host Certificate	A/ I
		Higher English or equivalent	A/ I
EXPERIENCE			
Essential	Assessed by	Desirable	Assessed by
At least 2 years' experience as a Leisure Assistant	A/ I/ R	At least 1 year supervisory experience in customer service/leisure environment, including supervision of staff/service.	A/ I/ R
Strong communication skills with ability to effectively develop strong internal and external partnerships.	I	IT literate – Microsoft word, excel, use of leisure management system.	A/ I/ T
Ability to work largely unsupervised and use initiative.	I/ R	Knowledge of Live Borders processes and procedures	A/ I
Ability to solve problems and make decisions.	I/ R		

SKILLS AND KNOWLEDGE			
Essential	Assessed by	Desirable	Assessed by
Ability to influence both internally and externally.	I/ R	Knowledge of industry sector	I
Credible and confident communicator (verbal) at all levels.	I	Numerate with strong analytical and problem solving ability.	I/ T
Ability to organize, prioritise and meet deadlines.	I/ R	Credible and confident communicator (written) at all levels.	A
Ability to work collaboratively with others to provide a high quality of service	I		

KEY

App – Application;

Int – Interview; **Ref** – Reference;

Test – Test

SUMMARY OF CONDITIONS OF SERVICE

Location:	Live Borders Teviotdale Leisure Centre (colleagues may be required to work at any Live Borders site during their career with us).
Hours of Work:	37 hours per week worked as agreed with line manager
Payment Method:	Paid monthly on the last banking day of each month.
Annual Leave:	Up to 2 years' service = 30 days (pro-rata for part time) Increases by an extra day after completion of two years' service by commencement of the leave year. An additional day accrued for each completed year of service up to max of 5 additional days.
Public Holidays:	4 designated public holidays per year (pro-rata for part time)
Notice Period:	4 weeks, as detailed in any offer of employment
Pension:	Option to join Group Personal Pension; employee contribution from 5% with the option to join the Local Government Pension Scheme after 5 years' service.
Equal Opportunities:	Live Borders is an Equal Opportunities Employer and considers applicants on their suitability for the post regardless of sex, race, religion, disability or sexual orientation.
Sickness Allowance:	Employees with less than 6 months' service get Statutory Sick Pay (SSP) only. Occupational Sick Pay is available to employees with more than 6 months' service (when the sickness commences) and starts from 5 weeks' full pay/ 5 weeks half pay and increases to a maximum of 26 weeks' full pay/ 26 weeks half pay after 5 years' service.
Presentation:	Live Borders has strict standards of presentation; which staff are required to comply with. Uniforms are provided for the majority of posts where provided these must be kept clean and well presented. Where a uniform is not provided appropriate business dress is expected.
Other Benefits:	Free access to all our sports facilities Cycle To Work Scheme Access to ASVA Healthy Extras – includes retail discounts and access to health and wellbeing services

Please note that this is a summary of Live Borders conditions of service. If you are successful at interview and are offered employment, the specific conditions that apply to you will be detailed in your contract.

INFORMATION FOR ALL JOB APPLICANTS

Evidence of Right to Work in the United Kingdom

As a result of the Asylum and Immigration Act 1996, Live Borders requires every employee to provide evidence of eligibility to work in the UK. This will be required from the successful candidate prior to the appointment being made. Please do not send documentation at this stage. There are a number of specified documents which you could provide, some of which are list below. Only one is required:

1. A passport describing the holder as a British Citizen
2. A passport containing a Certificate of Entitlement issued by, or on behalf of the Government of the United Kingdom, certifying that the holder has the right of abode in the UK.
3. A passport or national identity card issued by a State which is a party to the European Area Agreement and which described the hold as a national of that state.
4. A registration card which indicates that the holder is entitled to take employment in the UK
5. A birth certificate issued in the United Kingdom or in the Republic of Ireland, with documentary evidence of their National Insurance Number.
6. A certificate of registration or naturalisation as a British citizen, with documentary evidence of the National Insurance Number.

Disclosure Scotland

The successful candidate will be subject to a Protecting Vulnerable Group registration to become a member of the Disclosure Scotland PVG Scheme, if this a requirement of the post. The cost of this registration will be met by Live Borders.

Live Borders

For more information about Live Borders please visit our website www.liveborders.org.uk

Please contact our People Team on recruitment@liveborders.org.uk if you require any other information about working for Live Borders.