

ROLE PROFILE

Oasis and Lido Team Leader	
Reporting to:	
<p>Role purpose:</p> <p>To lead, manage and motivate the team to deliver an excellent leisure experience in the pools and gym</p> <p>The Oasis Pools & Lido</p>	
<p>Responsibilities</p> <ul style="list-style-type: none"> • Role model the company values and behaviours at all times • Ensure building cleanliness is maintained through the day – conduct daily cleaning inspections & checks. • Day to day supervision and motivation of team • Support team where necessary to quickly resolve any issues or complaints that reception team members cannot resolve themselves • Work closely with other departments – communication with receptions • Set clear objectives for team and how they are working • Complete all daily Health & Safety checks and documents – Maintenance / cleaning • Oversee any activities running in the building • Set up Pool / cleaning equipment as required • Monitor Plant room equipment • Complete daily pool water tests and ensures the pool water is well sanitised and safe for bathers to use • Ensure NOP & EAP Procedures are being adhered to at all times 	
<p>Progression in role:</p> <p>Entry</p> <ul style="list-style-type: none"> • Good spoken and written English • Personable • Strong interpersonal skills • Good communicator who is strong-willed and resilient • Customer service team leadership experience, preferably in a leisure setting • NPLQ certificate and lifeguard experienced (min 2 years) • Able to work weekends, bank holidays and the festive season – as per rota • Computer literate • Experience in complaint handling • Supervisory experience • Swimming Pool Water sampling 	<p>Training for role</p> <p>Company orientation and induction General health and safety Fire safety Moving and handling COSHH Risk assessments Cove Leader PPO</p>

<ul style="list-style-type: none"> • Confident to administer First Aid or conduct EAP Procedures as per job role. 	
<p>Competent – three/ six months</p> <ul style="list-style-type: none"> • Supervisor takes a 'hands on' approach and leads the team in a positive and effective way • Demonstrates good understanding of departmental roles all gym, pool, reception, plantroom, roles • Resolves complaints where team member has tried and not been able • Good relationship with Owners and members • Good relationship with other team members they oversee • Assists with Pool Plant Operation • Monitor Lifeguard Rotas – amendments • Good working knowledge of other departments • Team member demonstrates a positive and helpful attitude at work, helping other team members to perform well, becoming a role model and team motivator. • Completed Lido Supervisor Training 	<p>Together Loving Life Mini-Modules Basic PPO</p>
<p>Advancing</p> <ul style="list-style-type: none"> • Team performance overall is excellent in all areas • Skills increase in plantroom and complex operations • Interaction with team – team meetings • Corrects any till / banking errors • Can authorise and complete refunds • Customer complaints are resolved • NOP & EAP Procedures being followed and implemented to the rest of the team • Team Trainer (expert trainer) re NOP & EAP Procedures. • Water Activities • Attend Appraisals and disciplinary meetings 	<p>Coaching and mentoring Plant Room Team Training – TA Conduct Induction training</p>
<p>Excellence</p> <ul style="list-style-type: none"> • Assists Complex & Duty Managers where required, or as part of personal development • Suggests practical ideas for improvement of the service that benefit the Owners/ Holidaymakers/ Members • Performs well daily with a positive and helpful attitude, showing promise to progress to a possible higher role with extra responsibilities 	

Key measures

Holidaymaker survey: accommodation/ service/ holiday overall/ NPS

Owner survey

Complaint ratio

Health and Safety Audit

Oasis Manager feedback

Team Motivation - ENPS