

## **JOB DESCRIPTION**

### **JOB DETAILS:**

<b>Job Title:</b>	Lead LiveWire Advisor - Leisure
<b>Grade:</b>	6
<b>Directly Responsible To:</b>	Hub Manager
<b>Directly Responsible For:</b>	LiveWire Advisors
<b>Hours of Duty:</b>	37 (including evening, weekend and Bank Holiday work)

### **WORKING RELATIONSHIPS:**

Managers  
All internal and external partners, health providers, amongst others  
Suppliers  
Other Lead LiveWire Advisors  
Wider LiveWire teams and colleagues

### **PURPOSE AND SCOPE OF JOB:**

To be responsible for the day to day management of a large, multi-use building including the effectively management of resources and staff to provide a fully integrated service that is responsive to customers' needs and interests.

To work with all internal and external partners and suppliers developing excellent working relationships to deliver positive outcomes for the site and at the same time promoting the LiveWire offer.

This includes creating a safe and welcoming environment for staff, customers and other stakeholders by ensuring service standards and health, safety and welfare regulations in accordance with Normal Operating Procedures and Emergency Action Plans are complied with

### **KEY ACCOUNTABILITIES**

1. Train, supervise and support staff to ensure the first impression the visitor receives is a welcoming reception which reflects the high standards of the organisation.
2. Respond to requests for information and effectively resolve customer issues and complaints; including those referred by LiveWire Advisors.
3. Collect and collate statistical and qualitative data completing the necessary processes for reporting, monitoring and evaluation purposes.
4. Maintain responsibility for financial transactions, including conducting banking procedures, adhering to the organisation's financial regulations and processes.

5. Participate in the planning, design and delivery of activities, events and programmes to actively market and sell the LiveWire offer; including working in partnership with colleagues at other sites and external organisations as required.
6. Report incidents and accidents through the appropriate channels, action building repairs and supervise contractors as relevant.
7. Manage and control stock levels and supervise the cleanliness of the building.
8. Engage in the recruitment, induction, training and development of staff as required.
9. Participate in the organisation's PR & D scheme and undergo relevant training to ensure appropriate skills and knowledge of the organisation are up to date.
10. Ensure a safe environment for staff, members of the public and partners using the building, undertaking Health and Safety checks as necessary and following reporting procedures
11. Abide by LiveWire's policies and processes to assist the organisation in maintaining a reputation of quality and integrity; ensuring staff uphold the same. This includes observing the Data Protection Act 1998, promoting equality and diversity and adhering to LiveWire's Code of Conduct.
12. Remain flexible in regards to work patterns to meet the needs of the service, including weekend and Bank Holiday working and changes to timetables.
13. Notwithstanding the detail in this job description, undertake additional duties that are reasonably commensurate with the responsibilities of this post.

**Date:** 15<sup>th</sup> September 2017

**Prepared/revised by:**

**In conjunction with:**

# **PERSON SPECIFICATION**

## **NOTE TO APPLICANTS:**

Whilst all points on the specification are important, those marked 'E' (essential) are the key requirements. You should pay particular attention to these points and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview. In addition to interviews a variety of other selection methods may be used such as tests or exercises dependant on the role applied for. You will be advised of any alternative selection methods in the letter inviting you for interview.

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**GRADE:**             **6**

## **CRITERIA:**

### **Experience**

Relevant supervisory experience in a multi-faceted organisation (E) A, I

Experience of a 'wet' site facility (E) A, I

### **Skills and Abilities**

Excellent customer servicing skills (E) A, I

Excellent communication skills (E) A, I

Ability to work effectively in a team environment (E) A, I

Ability to manage own workload to meet agreed timescales (E) A, I

Ability to use MS Office products (Word/Excel/Outlook) (E) A, I

### **Education/Qualifications/Knowledge**

Good general standard of education (E) A, C

First Aid Certificate or ability to gain qualification (E) A, C

Certificate in Pool Plant Operation or ability to gain qualification (E) A, C

Knowledge of the LiveWire offer (E) A, I

### **Other Requirements**

Flexible and committed approach to work (E) A, I

Energy, Resilience and Determination (E) A, I

A strong commitment to continuous improvement (E) A, I

An understanding of the organisations vision, objectives and values (E) A, I,

**Commitment to Equal Opportunities**

Ability to understand and demonstrate commitment to equality and diversity (E) A, I

**Commitment to Service Delivery/Customer Care**

Awareness of the issues surrounding customer focused services. (E) A, I

Ability to build effective working relationships with internal and external customers / providers which generate confidence and collaborative working (E) A, I