

Job Description



Job Title: Ice Programme Supervisor

Responsible To: Programme Manager

Direct Reports: Ice Coaches & Party Hosts

Place of Work: The role will be based at the iceSheffield but the job holder will be expected to work at any other SCT venue when required by task or role. This will ensure individual professional development and will also create a broad base of organisational knowledge.

Purpose of Job:

- To lead on the dry sports programme for the venue(s) and be responsible for the management of the dry coached activity programme, public use and session planning, assist the Dry Sports Activity/Programme Manager in the programming and bookings of dry space private hire bookings and club usage and any other activity making use of the dry sports facilities.
- Be the site point of contact for birthday parties and holiday camps ensuring effective and safe delivery and developing the product and offering alongside the business objectives.
- Responsible for increasing participation levels across all sports activities (inc ice) and increasing overall business efficiency
- One of the Designated Safeguarding Officer (DSO) for coached activity in the venue, dealing with the initial concern including any immediate action that is required (first aid/safety) and work closely with the Venue Safeguarding Officer (VSO).
- To ensure financial and business objectives are met within the facility managing the business through each centres Strategic Plan and Service Improvement Action Plan (SIAP).
- To work within the central programme and development team and work towards KPIs including income, expenditure & payroll budgets, venue usage and attendance, accessing new and current funding streams,

Key Responsibilities:

1 Core Values

- To promote the Company's Core Values through personal behaviour and by challenging behaviour in others that is contrary to the Core Values.

2 Customer

- Display an ICAN approach at all times, acting as an ambassador for SCT.

- Maintain excellent lines of communication with internal and external customers.
- To be visible and available at site during key activities and programmes to build relationships with customers, coaches and venue staff.
- Ensure all members and guests receive the highest possible level of advice, assistance, supervision and a personalised service at all times.

3 Management of Dry Sports Coached Programme

Management of the dry coached activity programme to include the following areas:

- Line Management of coaching staff to include staffing rotas, payroll authorisation, covering holidays and sickness, recruitment, performance management, completing PDRs etc.
- To cover coached lessons as required and qualified to do so if cover cannot be sourced.
- Ensuring the standard and quality of the delivery of coached activity is acceptable and developing employees in the required areas to improve if required, offering the best service possible.
- Developing the programme in line with targets and budgets, set and agreed previously, through quarterly reviews with line managers to achieve maximum efficiency of the programme.
- Arrange, deliver and/or attend staff training to maintain competence and development of new/existing skills.
- Ensure accurate record keeping of staff training records in conjunction with the People and Service Delivery Team.
- Ensuring systems are up to date including learn2 and MRM through effective communication and teamwork with the Customer Contact Centre.
- To be a point of contact for customers at the venue(s) and respond to specific enquiries about programmed activities, an example may be discussing a learner's progress in a particular technique with a parent.
- Ensure Health & Safety requirements are met in all programmes, including ratios, risk assessments and legal training requirements.

4 General Admissions & Private Hire

- To assist the Programme Manager with the management of private hire and public use sessions at the venue(s).
- This includes finding the best solutions to potential programming issues, finding the best solution for the business and the customers, reviewing usage statistics of public use sessions and finding overall solutions to improve attendance and income within the areas of responsibility.

- Maximise opportunities for participation and development of sport through venue-based clubs and in conjunction with all sports development agencies, including pathways to clubs.
- Ensure the efficient development of activities in line with the Centre's priorities and the achievement of sports and club development objectives.
- Ensure MRM is up to date with bookings and private hire usage in the venue.
- To be the site point of contact for private usage bookings such as sports clubs and liaise with them on a day-to-day basis, answering enquiries and concerns in an effective manner.

5 Birthday Parties

- Line Management of party staff to include staffing rotas, payroll authorisation, covering holidays and sickness, recruitment, performance management, completing PDRs etc.
- Developing the party offering in line with targets and budgets, set and agreed previously, through quarterly reviews with line managers to achieve maximum efficiency of the product.
- Ensure MRM is up to date with party bookings for the venue.
- To be a point of contact for party customers at the venue(s) and respond to specific enquiries about this for the venue.
- Cross department communication and partnership planning to occur to ensure a consistent delivery and marketing message are developed.

6 Health and Safety

- Adhere to the Company's health and safety policy and procedures at all times.
- Manage health and safety and hygiene requirements for the site in accordance with relevant legislation.
- Ensure all programmed activities, including clubs and private usage bookings comply with relevant health and safety guidelines and legislation.
- Ensure maintenance of self-competence through CPD, awareness of updates to guidance, attending meetings and ongoing training.