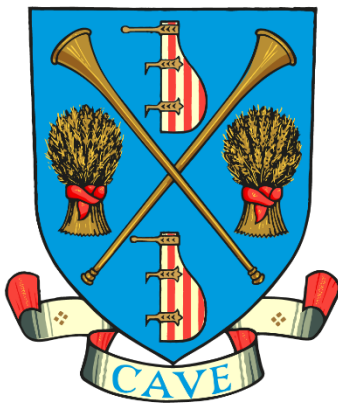


Lido Operations Manager



Ware

Town Council





Ware Town Council
The Priory
High Street
Ware
Hertfordshire
SG12 9AL
Telephone 01920 460316

Dear applicant

Thank you for your interest in applying for the role of Lido Operations Manager.

This pack is designed to give you more information about the role and our organisation, additional information can be found on our website.

The council has a precept of £2.1M and other income of £800K pa and is currently embarking on several exciting projects including the £1.5M development of our Lido.

Ware Town Council is committed to Equality of Opportunity and actively welcomes applications from all sections of the community.

Please note that we only accept applications using our application form; this is tailored to each role and aims to ensure we get all the information from you that we need to be able to shortlist for interview. Please ensure that the form contains all the information that you want to get across.

Completed forms should be emailed to Kat Harter, Lido General Manager kat@warepriory.co.uk by 5pm 8th January 2025.

If you have any questions or would like an informal chat, please give me a call on 01920888542



JOB DESCRIPTION

JOB TITLE:	Lido Operations Manager
PLACE OF WORK:	Ware Priory Lido
SPINE POINT:	SCP 20 to 23 £31,586-£33,366k pa PRO RATA
ALLOWANCES:	Location allowance relevant to Ware. (0.37p ph in 2024)
HOURS OF WORK:	25 hours per week. Potential for additional hours in the summer season.
REPORTS TO:	Lido General Manager
MANAGEMENT RESPONSIBILITIES:	Line Management of Lifeguard team

A Main Purpose of the Job

To ensure that Ware Priory Lido is well supervised and maintained. To supervise, co-ordinate, organise and promote the safe, efficient, and cost-effective use of all facilities within Ware Priory Lido.

B Areas of Day-to-Day Responsibility

1. Supervise the team to ensure they are trained, motivated, and deployed to meet commitments, including setting rotas.
2. Supervise and monitor all facilities, operations and staff to achieve optimum safe public use, provide an adequate internal administrative organisation, and provide prompt and accurate management reports and information as required by the Lido General Manager
3. Ensure compliance with health and safety requirements, identify and control hazards, raising any issues to the Lido General Manager. Follow Ware Town Council and Ware Priory Lido policies and procedures and all relevant industry standards (e.g., HSG179 Managing Health & Safety in Swimming Pools) and complete all necessary records.
4. Uphold and rigorously administer Ware Town Council's safeguarding policies.
5. Assist in developing, implementing, and maintaining policies, procedures, and systems to effectively assess and manage quality standards.
6. Manage a process of ongoing customer research to ensure that the offer meets and exceeds customer expectations.
7. Provide a professional and effective point of contact for external bodies e.g. local authority, EHO, consultants, insurers where necessary.

8. Oversee all plant, equipment, and buildings in a safe and proper condition to comply with health and safety standards, raising any areas of concern to the Lido General Manager. Ensure routine maintenance checks and inspections of plant, machinery and equipment and planned maintenance schedules, keeping and updating all necessary records.
9. Oversee the pool plant to ensure appropriate output, heating, and dosing of the pool to maintain water quality. Comply with all COSHH requirements. Carry out water testing, keeping, and updating all necessary records.
10. Ensure that all facilities are maintained to a high standard of cleanliness and presentation (including changing areas, toilets, reception, studio and pool surround).
11. To raise any safety concerns to the Lido General Manager where it is deemed unsafe to open the Lido due to water quality, staffing levels, or where capacity should be restricted in line with the Lido's policies and procedures. Act as a key-holder and a contact for security issues and incidents relating to the Lido.
12. Supervise the programme of swimming lessons for schools, groups and/or individuals during the season.
13. Oversee the preparation, supervision and organisation of the facilities when used out of normal public use hours for Clubs, Galas etc.
14. Work with the Lido General Manager, Town Clerk, Councillors and Friends of Ware Lido on opportunities for fundraising and sponsorship and for future development of the Lido and its activities.
15. Any additional duties, as directed by the Lido General Manager, which are within the reasonable capability and responsibility of the Lido Operations Manager.

C Other information

External and Internal Contacts

Councillors, customers, contractors, suppliers, members of staff and partner agencies.
Face to face, telephone, written and electronic communication.

Working Environment

This role will be based at the lido and will include working on a shift basis including evenings, weekends and Bank Holidays.

The Council operates a smoke-free policy and the postholder is prohibited from smoking in any of the Council's buildings. All staff must commit to Equal Opportunities and Anti- Discriminatory Practices.

Ware Town Council Values

To work in a way that embodies the Councils values:-

Adaptable Accept and work with change	Forward thinking We start with the end in mind
Willing to adapt work practices to support team members working together to resolve issues, meet targets, deadlines and challenges.	Initiative: We are proactive and use our creativity to identify and resolve problems.
Move out of our comfort zone and question how you do things	Strive for excellence: We will seek innovative solutions to reduce costs, identify new ways of working and generate income.

Work with others to meet joint challenges and reduce duplication.	Plan ahead – anticipate outcomes ahead of changes Use new technologies and working practices to make service improvements and reduce costs.
People Orientated We are one team with common goals.	Integrity We are honest and open in all our dealings and deliver on our promises.
Customer focussed: We understand and aim to meet our customers diverse needs, treating them fairly and with respect. Expertise: We recognise and value the differences, skills, knowledge and experience of all in our team. Empowerment: We encourage team members to take initiative. Listen to improve: Engage with residents and staff- be seen, invite feedback and consult with them to inform our improvement plans. Always be approachable, calm and respectful. Clearly communicate our decisions, without using jargon.	Accountable: We are accountable for our actions-admit mistakes, put them right and learn from them. We challenge poor or unfair practice and feedback Keep personal data confidential and secure Consistency: We ensure consistency and transparency in all we do Professionalism: We act professionally in challenging situations.

Equal Opportunities and Anti-Discriminatory Practices

All staff must commit to Equal Opportunities and Anti-Discriminatory Practices.

Health and Safety at Work

The Town Council's Policy, and all relevant Health and Safety at Work Instructions are to be considered as part of this job description.

Data Protection Act 2018

All employees who are involved in the processing or handling of computer data have an obligation to comply with the terms of the Data Protection Act 2018 and the Council's Data Protection Policy.

Council Policies

The post-holder is expected to familiarise themselves with and adhere to all relevant Council Policies and Procedures.

Performance Management

You will be given an annual appraisal and six-monthly review that will form the basis of your Personal Development Plan and be linked to the Council's objectives. You will also receive collaborative one to one meeting on a regular basis with your line manager.

Environment / Sustainability

To support Ware Town Council's Environmental initiatives and consider the environmental impact of all activities undertaken.

LIDO OPERATIONS MANAGER

PERSON SPECIFICATION

	Essential Attributes	Desirable Attributes
Educational Qualifications	<p>5 GCSE's grade C/4 or above (including English and Maths) or equivalent NVQ or relevant experience.</p> <p>A national pool Lifeguard qualification</p>	<p>Swim teaching qualification</p> <p>Pool Plant Operators certificate or willing to work to towards.</p>
Communication Skills	<p>Excellent written and oral communication skills.</p> <p>Ability to communicate information to a wide range of audiences.</p>	
Knowledge and Experience	<p>Experience in supervising a team of staff.</p> <p>Experience of working in partnership with a diverse range of people.</p> <p>Experience in inspecting plant, buildings, equipment and the grounds.</p> <p>Experience of working in a swimming pool/leisure centre</p>	
Skills	<p>An ability to work under pressure with changing priorities and timescales.</p> <p>Ability to work alone and in a team.</p> <p>An ability to take the initiative and devise creative solutions.</p>	<p>The ability and qualifications to organise and assist with Swimming Instruction</p>
Information Technology	<p>IT literate with experience and practical ICT skills including in Microsoft Office packages and spreadsheets.</p>	
Other	<p>Prepared to work evenings, weekends and bank holidays to fulfil the needs of the role.</p> <p>Positive "can do" attitude and willingness to support others where needed.</p> <p>Dynamic, curious, innovative, and open to new thinking and ideas</p>	

Selection Process and Interviews

Date	
March 1st	Role advertised
April 1 st 5pm	Closing date for applications. A shortlisting panel will review each application and score how well you meet the essential and desirable attributes on the person specification.
April 2nd	Shortlisted applicants invited for interview by email.
	Interview plus short presentation to interview panel, details to be confirmed with the interview invitation. Interviews will be held at The Priory in Ware.
April 7 th	Interview Dates
May	Role starts

Principal Terms of Employment

Job Title: Lido Operations Manger

Salary: Local Government scale point (SCP) 20-23

Full time salary range (£31,586-£33,366 per annum) (pay award pending from 1st April 2025) plus location allowance £706pa pro rata.

Holiday: You will receive 25 days paid holiday, plus bank holidays.

Hours of Work: The role is 25 hours per week.

Probation: New starters are subject to a six-month probationary period

Appraisal: All team members undergo an annual appraisal

Pension: You will be enrolled in the Local Government Pension scheme

Other benefits:

Access to funded training relevant to the role

Employee Assistance Programme

Sick pay