

Job Title Athens Operations Supervisor (equivalent to Wet-side or Operations Supervisor)

Reports to Sports Facilities Operations Manager (SFOM)

Job Purpose

The Athens Operations Supervisor is a vital role, working closely with the Sports Facilities Operations Manager (SFOM) to improve the facilities and service across all sports facilities, with a particular focus on Athens, our recently opened Sports Centre containing an 8-lane, 25m pool, with movable floor; as well as a Sports Hall. Other sites comprise of all-weather pitches, tennis courts and other indoor sports provision.

The Athens Operations Supervisor will act as the day-to-day line manager and point of contact for our team of Lifeguards. This role involves weekend and occasional on-call work, working to a shift pattern.

Key Tasks and Responsibilities

- Be the point of contact for the Sports facilities including being on call in the absence of the SFM;
- To assist with the organisation of staff training;
- To assist the SFOM to ensure the rotas are sufficiently staffed;
- Carry out duties on behalf of the SFOM in their absence;
- To ensure the highest level of Health and Safety is provided and to contribute to key service documents e.g. Normal Operating Procedures and Emergency Action Plan;
- Maintain daily checklists for cleaning, maintenance etc;
- To adhere to set standards and local performance Indicators for lifeguards;
- To take responsibility as the Senior member of staff for Athens, responsible for the safety of the public and staff and the security of the site;
- To be a keyholder, preparing and securing the facilities after they are closed for public use;
- Be jointly responsible for plant operation, including topping up etc. with chemicals, backwashing and other associated duties, including water tests, in line with the National Pool Plant Operator qualification;
- Assist with covering staff in all departments in the event of absence or for their break allowance;
- Carry out stock control, equipment inventory and administration duties, such as maintaining checklists, completing monitoring forms etc;
- To be responsible for equipment and furnishings are fully maintained and serviced to ensure they are available for use, and to carry out cleaning as appropriate;
- The postholder has joint responsibility with SFOM for the line management of the Lifeguards (including Casuals). This will involve carrying out 1-to-1 meetings and appraisals;
- To assist with the recruitment of staff;
- To undertake additional general administrative duties as part of the natural development of the role i.e bookings, invoicing etc;
- In the performance of all your duties, and in particular in the support and management of staff, to implement all policies and procedures necessary to meet customer care needs and to reflect the College's vision and values;
- Ensure that all health and safety duties are carried out in accordance with NOP/EAP procedures and following procedures in the Staff Information File;

Last Updated: November 2025

This role profile highlights the key tasks and responsibilities of the role, it is not designed to be an exhaustive list of duties. Roles naturally change and develop over time and it is expected that incumbents will perform tasks which are not included within their role profiles.

- Managing all other facilities, such as changing rooms, showers and toilets and other communal areas. When on shift, full ownership of facilities; ensuring the user's safety and correct use of our fitness, all-weather pitches and swimming pool facilities (lifeguarding is included in this role);
- Ensuring Eton's policies and procedures are followed at all times, as well as additional guidelines as laid out in the Centre's Staff Information File;
- To contribute to the continuous improvement of the services of Eton College;
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety;
- Deliver high quality and approachable services, as well as having the ability to adapt to differing processes and expectations;
- Attend staff training on a regular basis (currently once a month) to practice practical skills and to cover department issues;
- Any other duties reasonably requested by the SFOM or senior management;
- All employees of Eton College are also expected to:
 - Develop a good understanding of safeguarding procedures, given all positions at Eton are classed as 'regulated activity';
 - Demonstrate a commitment to safeguarding and promoting the welfare of children. This includes but is not limited to completing safeguarding training as required, complying with all safeguarding procedures and ensuring any safeguarding updates issued by the College are read and understood;
 - Understand and comply with procedures and legislation relating to confidentiality;
 - Display a commitment to and promotion of equality, diversity and inclusion.

Skills and Competencies Required

To be successful in this role, the incumbent should have:

- Operational experience of working in a leisure or fitness facility with a swimming pool;
- Extensive RLSS knowledge;
- Extensive HSG179 knowledge or operations;
- Experience of operating a computerised booking system;
- Experience of pool plant operations;
- Knowledge of the importance of Health and Safety issues with reference to sports/leisure activities;
- Proficiency in the use of Microsoft Office applications such as MS Word, Excel and Outlook;
- Ability to demonstrate an understanding of why Customer Care is important for the service;
- Ability to maintain record keeping, including stock control and administrative systems;
- Ability to communicate effectively both verbally and in writing with a wide range of people;
- A National Pool Lifeguard Qualification (NPLQ);
- First Aid at Work qualification;
- National Pool Plant Operators Qualification;
- A sports/recreation or management qualification is desirable but not essential.

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Working Pattern

- 40 hours per week working on a shift pattern. This role involves weekend and occasional on-call work, working to a shift pattern.
- 52 weeks per year.

Potential Career Progression

Within the team there is scope to move into other positions, providing skills and experience requirements are met. There is also the possibility of moving into other roles within the wider College environment, depending on the particular skills and experience of the incumbent.

Disclosure Checks

Eton College is committed to safeguarding and promoting the welfare of children, and applicants must be willing to undergo child protection screening appropriate to the post, including, but not limited to, reference checks with past employers, an Enhanced Disclosure from the Disclosure and Barring Service (including Barred List information), an online search and, where applicable, Prohibition checks. If you are successful in your application, you will be required to complete a DBS Disclosure Application Form. Any information disclosed will be handled in accordance with any guidance and/or Code of Practice published by the DBS. The College is exempt from the Rehabilitation of Offenders Act 1974 and therefore all convictions, cautions, reprimands and final warnings (including those which would normally be considered as “spent” under the Act) must be declared, subject to the DBS filtering rules. It is a criminal offence for any person who is barred from working with children to attempt to apply for a position at the College.

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