

Job Title	Range ¹	Entry	Development Route	Duties	One Level		
Cleaner	Range 1	Experience of undertaking commercial or domestic cleaning.	Recruitment	To deliver a cleaning service at Medway sports centres, to ensure minimum health and safety as well as service and SLA requirements are met. Organise physical resources on site such as cleaning materials and reporting maintenance requirements. Reporting to senior staff defects as per centre procedures. Provide routine assessment and quality checking on services available to customers and staff.	Requirements at this level: Qualifications Complete relevant e learning courses An understanding of relevant Health & Safety legislation, example COSHH. (e learning) Knowledge Able to demonstrate a working understanding of the use and storage of cleaning materials. Experience Experience of undertaking commercial or domestic cleaning. Can demonstrate an understanding of the procedures for a limited number of tasks and operation of associated basic tools and equipment with the ability to follow straightforward oral and written instructions. Skills Good customer care skills. Good standards of housekeeping		
Job Title	Range	Entry	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)
Cleaner	Range 2	Experience of undertaking commercial or domestic cleaning.	Progression from Range 1 or recruitment with industry equivalent experience	To deliver a cleaning service at Medway sports centres, to ensure health and safety as well as service and SLA requirements are met. To Supervise cleaning team on site with daily schedules and tasks Provide routine assessment and quality checking on services available to customers and staff. To maintain cleaning stocks and supervise ordering process to replenish, working with a small budget.	Requirements at this level in addition to Range 1 Cleaner: Completed a satisfactory 12-month period as a Range 1 cleaner or equivalent industry experience on entry Qualifications Health and Safety Training. COSHH Training. Knowledge A Cleaner will be expected to deliver a diverse range of cleaning service to meet the needs of Medway Council Sports Centre customers and assist senior centre staff to ensure the centre operates safely, efficiently, and effectively at all times	Requirements at this level in addition to level 2A: To Supervise cleaning team on site with daily schedules and tasks Qualifications To complete a recognised first aid qualification to support centre staff with emergency situations. To complete a recognised customer care course to enhance further the customer s experience. Knowledge Improve knowledge of customer service and areas of the building, including timetabling and admissions	Requirements at this level in addition to level 2A and 2B: 18 months industry experience / service To work alongside the customer service team, developing ideas on improvements to the customer journey Qualifications To complete a level 3 leadership course Knowledge To have experience in dealing with face to face customer enquiries and extensive knowledge on centre activities and admission policy and prices, and memberships. Experience A minimum of 18 months continued service / commercial cleaning experience within Sports Centres or similar setting

¹ Salaries correct as at 01/05/2024

					Able to demonstrate a working understanding of the use and storage of cleaning materials, and to be able to instruct others. Experience Experienced in delivering the role within a sports centre or similar commercial setting. Skills Demonstrate good customer care skills.	Experience Experience in team leadership role Ability to train other staff in associated cleaning services. Skills To maintain cleaning stocks and supervise ordering process to replenish, working with a small budget.	To Supervise cleaning team on site with daily schedules and tasks, rotas and annual leave requests. Skills Implement procedures and processes that improve housekeeping services. Keep health and safety documents up to date and displayed within relevant areas.
Job Title	Range	Entry	Development Route	Duties	Level 2 Intermediate Apprenticeship		
Customer Service Apprentice	Apprentice Level 2	GCSEs Grade 4 or above (Maths and English)	Internal Apprenticeship Programme A good standard of education (or equivalent experience) and a willingness to work towards achieving all the qualifications required to successfully complete the Intermediate Apprenticeship framework	Support the work of the sport and leisure service as an Apprentice			
					Apprenticeships are a mixture of ‘on’ and ‘off’ the job learning. Apprentices will earn whilst they learn and gain practical and transferable skills throughout their apprenticeship. The apprentice works within an apprenticeship framework detailing the qualifications needed to be completed, the key skills targets and any other requirements of the apprenticeship. Each framework will also include information on job roles, entry routes, length of the apprenticeships and career paths available upon completion. This Apprenticeship currently offers a Customer Service Standard apprenticeship and functional skills if required.		
Job Title	Range	Entry	Development Route	Duties	One Level		
Customer Service Advisor	Range 1	GCSEs Grade 4 or above (Maths and English)	Completed the Customer Service Advisor Apprentice Programme New Customer Service Advisor developing their service specific skills	To become part of the team that successfully operates Medway Council sports centres. To provide excellent customer service. To provide a high-quality frontline response to customers. This will be by telephone, e-mail, letter and face to face. There will also be a requirement to liaise with internal and external partners.			
					Requirements at this level: Delivering excellent customer service always in relation to membership sales, taking payments, serving customers, taking bookings, handling telephone inquiries, dealing with membership inquiries and undertaking any other customer-facing duties. Qualifications Completed or working towards Customer Service Apprenticeship GCSE (or equivalent) in English and Mathematics; or ability to demonstrate proficiency in both subjects. Knowledge To demonstrate a basic knowledge of the programmes and activities, admission policies and prices Experience Apprenticeship experience of successfully delivering excellent customer service Apprenticeship experience of serving customers, dealing with enquiries and pro-actively selling memberships/activities		

				To assist senior centre staff to ensure the centre operates safely, efficiently, and effectively. Take day-to-day responsibility for the effective financial governance of the centre as required to by the centre's management team.	Skills Keyboard skills and computer literacy Communication: Ability to use the most appropriate style and method of communication with people at different levels inside and outside of the organisation Personal Organisation: Ability to manage time effectively, planning own workload and setting appropriate objectives and deadlines, making best use of resources and new technology.		
Job Title	Range	Entry	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)
Customer Service Advisor	Range 2	GCSE (or equivalent) in English and Mathematics; or ability to demonstrate proficiency in both subjects. Customer Service recognised award	Career Progression from range 1 CA Direct entry from recruitment process with qualifications / experience as listed	To consistently provide a high-quality frontline response to customers. This will be by telephone, e-mail, letter and face to face. There will also be a requirement to liaise with internal and external partners. To provide excellent customer service To oversee and always deliver excellent customer service to all customers. To assist senior centre staff to ensure the centre operates safely, efficiently, and effectively always. Take day-to-day responsibility for the effective financial governance of the centre as required to by the centre's management team. To provide leadership to the customer advisor team, training and development			
					Requirements at this level in addition to Range 1 CSA: 12 months experience as Range 1 CSA or equivalent external experience on recruitment Qualifications Completed Level 2 Customer Service Apprenticeship GCSE (or equivalent) in English and Mathematics; or ability to demonstrate proficiency in both subjects. Knowledge Good knowledge of the programmes and activities, admission policies and prices Good understanding of computerised till systems and its functions. Experience Demonstrable experience of successfully delivering excellent customer service Demonstrable experience of serving customers, dealing with inquiries and pro-actively selling memberships/activities Skills Communication: Ability to use the most appropriate style and method of communication with people at different levels inside and outside of the organisation Personal Organisation: Ability to manage time effectively, planning own workload and setting appropriate objectives and deadlines, making best use of resources and new technology	Requirements at this level in addition to level 2A: Qualifications Health and Safety e learning Emergency First aid at work to support emergency situations in the centre CSA may request as part of training and develop to undertake sports officer courses in NPLQ, Gym Level 2 and Swimming lesson with the aims of delivery in this area. Knowledge Increased knowledge of programmes and demonstratable experience in selling products to customers Offering centre tours Membership sales knowledge of targets. Strong understanding of computerised till systems and its functions. Experience Supervise the membership administrative process. Supervise the effective administration of swimming lessons. Ensuring Medway Council sports centres always operate safely and securely when on shift. Skills Supervise the retail operation including reviewing sales data, assisting centre management on stock ordering and ensuring stock is always available and well presented.	Requirements at this level in addition to level 2A and 2B: Completed a satisfactory 18-month period as a Range 2 CSA To be accepted onto the Senior Customer Advisor Candidate/trainee programme (annual application process) Qualifications Begin Level 3 team leader apprenticeship / Level 3 Business Administrator/ or Level 3 Customer Service Specialist PDR training In house training courses bespoke to position Knowledge Demonstrable excellent knowledge of all the programmes and activities, admission policies and prices Excellent administrative knowledge of the computerised till systems and its functions Knowledge of day-to-day operations for the building Identifying opportunities to increase participation throughout the centre and manage expenditure and putting forward suggestions to the centre management. Experience Consistently delivering excellent customer service Assisting centre management to introduce and deliver new programmes which reflect the interests of customers, Ensure compliance with Health and safety regulations and that customer advisors

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					Problem Solving and Decision Making: Demonstrable experience of thoroughly analysing information, and considering alternative solutions, adapting to new ways of working where necessary. Flexibility and Innovation: Demonstrable experience of contributing to change and listening to new ideas.		have undertaken all relevant training and development. Skills To develop the management skills to provide leadership to customer advisors and to take responsibility for ensuring Medway Council sports centres operate safely and securely.
Job Title	Range	Entry	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)
Senior Customer Advisor	Range 3	Previous requirements from CSA Range 2 Recruitment with relevant service experience	Career progression from Range 2C ILM 3 leadership and management or equivalent	To manage the customer service team to deliver excellent customer service, giving customers the opportunity to participate in safe and enjoyable sport and active lifestyles. Providing leadership to customer advisor, sports officer and cleaner teams on shift. Responsibility for ensuring Medway Council sports centres operate safely and securely, supporting day to day operations of the centre, including opening and locking up procedures. To take financial responsibility for all daily till activities. Manage business administrative processes to maximise opportunities to improve customer service and increase income.			
					Requirements at this level after completing Range 2C trainee programme: Qualifications Complete Level 3 apprenticeship 3 day First aid at Work Knowledge Excellent ICT skills, with the ability to use these to interpret data and prepare reports for management team Excellent understanding of business, setting and achieving targets. Good knowledge of day to day centre operations Experience Demonstrable experience of providing general information, advice and guidance on internal procedures relating to finance Demonstrable experience of serving customers, dealing with enquiries and pro-actively selling memberships/activities Demonstrable experience of successfully promoting events and activities Skills Managing business improvement projects within Swimming Lessons, Memberships, Events and Bookings.	Requirements at this level in addition to level 3A: Qualifications Commence Level 5 management or equivalent. Or select relevant Apprenticeship standards for the role: Finance management Business management Operations Manager Knowledge Ability to demonstrate an understanding of how teams work with other services and takes a proactive approach towards helping others. Ensuring complaints are dealt with promptly to ensure customers' reasonable needs are met within the remit of the centre, ensuring the deputy manager is made aware of all complaints received. Experience Demonstrable experience of supervising others, with the ability to provide direction, empower people to achieve objectives and take responsibility for team members' actions and errors. Demonstrable experience of meeting income targets and understanding budgets Demonstrable experience of having a shared responsibility for developing policies and procedures relating to	Requirements at this level in addition to level 3A and 3B: To be accepted onto the Senior Sports Officer Range 4 programme (annual application process) 12 to 18 month programme Qualifications Level 5 leadership and management Completed Apprenticeship standards Finance management Business management Leisure Operations Manager IOSH equivalent level Health and Safety course In house training courses bespoke to position Knowledge Identifying opportunities to increase participation throughout the centre and manage expenditure, and putting forward suggestions to the centre management Experience Managing and delivering new programmes which reflect the interests of customers. Skills Excellent customer care skills, with experience of adapting services, where possible, to meet customer needs and can take the initiative to work with other agencies where necessary. Demonstrable ability to use well developed communication skills to present

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					Demonstrable ability to work independently within defined procedures, and work outside of procedures, making decisions without referring to a supervisor/line manager, where necessary. customer service, which have a significant impact on the organisation. Skills Demonstrable ability to set clear direction for, develop, manage and coach productive, high performing teams covering more than one area of activity/in more than one workplace. Demonstrable ability to handle and process cash/documentation relating to considerable financial amounts accurately.	complex/sensitive information in an understandable way, to a range of audiences. Can use a different language where required.
Job Title	Range	Entry	Development Route	Duties	Level 2 Intermediate Apprenticeship	
Sports Officer Apprentice	Apprentice Level 2	GCSEs Grade 4 or above (Maths and English)	Internal Apprenticeship Programme A good standard of education (or equivalent experience) and a willingness to work towards achieving all the qualifications required to successfully complete the Intermediate Apprenticeship framework	Support the work of the sport and leisure service as an Apprentice		
					Apprenticeships are a mixture of ‘on’ and ‘off’ the job learning. Apprentices will earn whilst they learn and gain practical and transferable skills throughout their apprenticeship. The apprentice works within an apprenticeship framework detailing the qualifications needed to be completed, the key skills targets and any other requirements of the apprenticeship. Each framework will also include information on job roles, entry routes, length of the apprenticeships and career paths available upon completion. This apprenticeship currently offers a Leisure Team Member Standard apprenticeship and functional skills if required.	
Job Title	Range	Entry	Development Route	Duties	One Level	
Sports Officer	Range 1	NPLQ First Aid GCSEs Grade 4 or above (Maths and English)	Completed the Sports Officer Apprentice Programme New sports officers developing their service specific skills Recruitment with existing skills	To become part of the team that successfully operates Medway Council sports centres. To provide excellent customer service. To have experience assisting the delivery a range of sporting and fitness activities to include fitness classes, gym inductions, fitness programmes and swimming lessons. To assist senior centre staff to ensure the centre operates safely, efficiently, and effectively always.		
					Requirements at this level: Qualifications Completed Functional Skills in Maths and English Demonstratable experience in lifeguarding (NPLQ) and First Aid. To be working towards completion of Level 2 Leisure Team Member or equivalent apprenticeship, having completed NPLQ, First aid, Level 1 swimming and working towards finalising Swim level 2 and Gym Level 2 Knowledge Demonstrable experience of working in a team and with the general public Knowledge of the procedures for a range of tasks, some of which, singly or in combination, are relatively complex, and of the operation of associated equipment and tools. Experience in lifeguarding from completing National Pool Lifeguard Qualification (NPLQ)	

				Undertake lifeguard duties, ensuring all swimming pools operate safely	Experience Completed a mentoring programme within their apprenticeship learning or equivalent industry experience. Skills Ability to start utilising the qualifications more formerly and with mentoring and supervision Works within defined procedures and can work independently, using initiative to deal with straightforward situations, referring to line manager for unusual or difficult problems		
Job Title	Range	Entry	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)
Sports Officer	Range 2	NPLQ First Aid Level 1 and 2 swimming Level 2 Gym Functional Skills maths and english	Career progression from Sports Officer Range 1 Direct entry from recruitment process with qualifications as listed	To be part of the team that successfully operates Medway Council sports centres.. To provide excellent customer service. To have experience delivering a range of sporting and fitness activities to include fitness classes, gym inductions, fitness programmes and swimming lessons. To assist senior centre staff to ensure the centre operates safely, efficiently, and effectively always. Undertake lifeguard duties, ensuring all swimming pools operate safely. Deputise for the senior sports officer when required			
					Requirements at this level in addition to Range 1 Sports Officer: Qualifications NPLQ First Aid Level 1 and 2 swimming Level 2 Gym Functional Skills maths and english All with demonstrable 6 months experience of using these qualifications to deliver regular activity. Knowledge Good understanding of centre policy and procedure and programming. Experience Demonstrable experience of working in a sporting environment, preferably with previous experience of supervising activity within a sports centre Skills Demonstrable ability to work within recognised procedures which leave some room for initiative, including lone working, previous experience of responding independently to unexpected problems and situations and only referring to a supervisor/manager for unusual or difficult problems.	Requirements at this level in addition to level 2A: Qualifications Sports Qualification Level 1 Fitness instructor CPD with 6 months demonstrable experience of using any qualification to deliver activity Knowledge Strong understanding of centre policy and procedure and programming Experience Delivering in all areas of qualifications to support service income targets and excellent customer service. To complete an induction to customer advisor role to improve knowledge. Skills Demonstrable understanding of key roles and responsibilities of working in a sports centre Works within defined procedures and can work independently, using initiative to deal with straightforward situations, referring to line manager for unusual or difficult problems	Requirements at this level in addition to level 2A and 2B: To be accepted onto the Senior Sport Officer Candidate/trainee programme (annual application process) 12-18 month programme. Qualifications To undertake Leisure Duty Manager standard apprenticeship or equivalent to include Leadership, customer service, finance and management level 3 Pool Plant Level 3 Knowledge Identifying opportunities to increase participation throughout the centre and manage expenditure, and putting forward business improvement suggestions to the centre management Experience Assisting centre management to introduce and deliver new programmes which reflect the interests of customers. Skills To develop the management skills to provide leadership to junior staff and to take responsibility for ensuring Medway Council sports centres operate safely and securely.

Job Title	Range	Entry	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)
Senior Sports Officer	Range 3	Previous requirements for the SO Range 2C	Career progression from Range 2C	To oversee and deliver high quality activities that give customers the opportunity to participate in sport and active lifestyles.			
		Recruitment with previous experience for the post, including activity delivery within swimming, gym and fitness classes	Enhanced qualifications in industry relevant subject Health and Safety qualifications beyond e learning Assessor /Tutor qualification is specialist field	To manage the team to deliver excellent customer service and providing leadership to sports officers, customer advisers, instructors and cleaners. Taking responsibility for ensuring Medway Council sports centres operate safely and securely. To assist the Centre Manager in the effective day-to-day management of all staff at one of Medway Council's sports centres, meeting the needs of customers and increasing income and footfall whilst working within agreed budgets.	<u>Requirements at this level, after completing R2C trainee programme:</u> <u>Qualifications</u> To completed Leisure Duty Manager standard apprenticeship or equivalent to include: Leadership, customer service, finance and management level 3 Pool Plant Further Sports Qualification and Fitness instructor CPD with 6 months demonstrable experience of using the qualification to deliver activity <u>Knowledge</u> Demonstrable knowledge of providing general information, advice and guidance on internal procedures and policy to all staff. Ensuring complaints are dealt with promptly to ensure customers' reasonable needs are met within the remit of the centre, ensuring the management team are made aware of all complaints received. Delivering the knowledge to deliver high quality activities that give customers the opportunity to participate in sport and active lifestyles. <u>Experience</u> Leading a team of sports officers to ensure excellent customer service is always offered. Day-to-day operational leadership of the centre and staff, including emergency response to any situations which may arise. Ensuring the centre is always staffed safely and efficiently during opening hours and is locked securely out of hours. Assisting the centre management to ensure the centre facilities are always in excellent condition including all cleanliness and decoration meets the agreed standards required ready for use by customers.	<u>Requirements at this level in addition to level 3A:</u> <u>Qualifications</u> Commence ILM 5 management or equivalent. Training programme for Assessor /Tutor qualification in specialist field In house training courses bespoke to position <u>Knowledge</u> Increased knowledge of programmes and demonstratable experience in looking to increase income through centre activity. Demonstrable understanding of meeting income targets and understanding budgets <u>Experience</u> Demonstrable experience of managing others, with the ability to provide direction, empower people to achieve objectives and take responsibility for team members' actions and errors. Demonstrable experience of having a shared responsibility for developing policies and procedures relating to the service, which have a significant impact on the organisation. Demonstrable experience of managing centre programmes and activity Workforce Development courses Swimming Lessons Gym and memberships Pool Plant Lead Events and Bookings Junior Activities <u>Skills</u> Ability to work independently within defined procedures, and can work	<u>Requirements at this level in addition to level 3A and 3B:</u> Completed a satisfactory 24-month period as a Range 3 SSO To be accepted onto the Senior Sports Officer Range 4 – Deputy manager programme (annual application process) 12 to 18 month programme. <u>Qualifications</u> Complete level 5 leadership and management IOSH equivalent level Health and Safety course In house training courses bespoke to position <u>Knowledge</u> To be able to lead on programmes and projects working with centre management to improve services. Ability to use written and oral communication skills to present varied information in an understandable way to a range of audiences. Ability to provide guidance on internal policies and procedures relating to the service, and interpret them based on the needs of individual situations. <u>Experience</u> Ability to carry out tasks and advise on internal procedures, which impact on the health and wellbeing of people. Ability to take responsibility for line managing others, providing direction, monitoring progress, and empowering them to achieve objectives. Assist the Deputy Manager or Centre Manager in investigations into staff grievances and disciplinary matters. <u>Skills</u>

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					<u>Skills</u> Delivering excellent sporting opportunities for customers including fitness instruction, swimming instruction, fitness classes, personal training and sports coaching Demonstrable ability to work within recognised procedures which leave some room for initiative, including lone working, previous experience of responding independently to unexpected problems and situations and only referring to a supervisor/manager for unusual or difficult problems.	outside of procedures, making decisions without referring to a supervisor/line manager where necessary.	Assisting the deputy or centre manager to introduce and deliver new programmes, which reflect the interests of customers. Establishing effective internal and external partnerships to maximise opportunities and increase centre income targets by offering affordable active participation opportunities to all Medway residents, maximising the use of all available facilities. Uses judgement and creativity to assess situations, solve straightforward problems and adapts to new ways of working
Job Title	Range	Entry	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)
Senior Sports Officer	Range 4	Career progression from Range 3C Senior Sports Officer or Range 3C Customers Service Advisor	Qualification in sports management Level 5 qualification in leadership and management Assessor/Tutor Qualifications Apprenticeship standard in Leisure Operations IOSH equivalent level Health and Safety course	To manage and deliver high quality activities that give customers the opportunity to participate in sport and active lifestyles, providing leadership to sports officers and taking responsibility for ensuring Medway Council sports centres operate safely and securely. To manage the effective day-to-day management of staff at one of Medway Council's sports centres, meeting the needs of customers. To identify opportunities to increase sports centre income and footfall whilst working within agreed budgets. Deliver on service plan targets for the sports centre. To deputise for Sports Centre Manager as and when required too.			
					<u>Requirements at this level, to have completed Range 3C candidate programme:</u> <u>Qualifications</u> Higher / further education sports related qualification to degree level Relevant Apprenticeship standard Level 5 qualification in leadership and management Assessor/Tutor Qualifications Relevant health and safety, first aid and other qualifications commensurate with the needs of the service to provide a safe environment for customers and staff. <u>Knowledge</u> Establishing effective internal and external partnerships to maximise opportunities and increase centre income targets by offering affordable active participation opportunities to all Medway residents, maximising the use of all available facilities. <u>Experience</u> Demonstrable experience of working in a sports centre or comparable customer-facing facility	<u>Requirements at this level in addition to level 4A:</u> <u>Qualifications</u> Evidence to continuing to achieve the necessary qualifications and expertise to deliver excellent customer service, coaching and instruction across a range of sport and activities commensurate with the needs of Medway Council sports centres. Bespoke programme of in house training courses <u>Knowledge</u> The post holder has budget responsibility for expenditure and delivery of centre income targets as set in agreement with the Centre Manager and within the overall budget agreed for the service Ability to plan projects and tasks in a structured way, monitoring progress against plans and can embed these into working practice. Able to make best use of resources, effectively managing budgets,	<u>Requirements at this level in addition to level 4A and 4B:</u> Completed a satisfactory 24-month period as a Range 4 SSO To be accepted onto the Centre manager programme (application process when required to support individual development – Range 5 position available when relevant service or wider service vacancy arises) <u>Qualifications</u> Level 5 Operations / Department Manager apprenticeship Continued CPD to support service delivery and increasing income. Bespoke programme of in house training courses <u>Knowledge</u> To develop the required knowledge as listed within the role of Centre Manager <u>Experience</u> Previous demonstrable experience (minimum 24 months) within the Range 4 role

					Leading the centre team ensuring excellent customer service is always offered. Providing suitable training and personal development for staff, including PDRs, in order that they can conduct their duties competently and responsibly. Demonstrable experience of delivering projects and working within and achieving income targets Demonstrable experience of managing staff and casual employees <u>Skills</u> Providing an effective communication system which ensures all staff understand the centre's targets and their individual roles and responsibilities. Deliver on service plan targets for the Centre Ensuring the successful day-to-day operation of the sports centre by providing a safe environment for customers to undertake sport and active recreation, ensuring compliance with all Health and Safety regulations and ensuring the centre facilities continue to meet nationally recognised standards at all times Ability to understand the vision and interpret it to develop practical and achievable work plans. Ability to act as a role model to promote equality and manage diversity in the workplace and service provision, ensuring everyone has appropriate and fair access and support	information and contract bookings considering health and safety issues. <u>Experience</u> The post holder will be expected to put forward proposals for increasing participation and income in the sports centre and undertake tasks as set out by senior centre staff, working safely and efficiently within agreed parameters Demonstrable oral and written communication skills, with an adaptable style and able to use a variety of information and tailor style to suit different needs Ability to build sound and productive working relationships with customers, colleagues, partners and staff groups and can engage others in a credible, persuasive way. Overseeing the management of business projects or other centres in the portfolio. <u>Skills</u> Able to build and develop productive teams, setting clear objectives and identifying better ways of working, managing change effectively. Able to demonstrate a detailed knowledge of the service and the wider organisational context and how this interface with Members and possess the skills required to take a lead role in ensuring partnerships work.	<u>Skills</u> To develop the required skills as listed within the role of Centre Manager
Job Title	Range	Entry	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)
Sports Centre Manager / Sports Centre Business Improvement Manager	Range 5	Progression from Range 4C	Sports related education to degree level qualification or equivalent management experience. Level 5 leadership and Management qualification.	To manage one of Medway Council's sports centres facilities, meeting the needs of customers and increasing income and footfall whilst working within agreed budgets. To lead and co-ordinate the delivery of projects across Medway Council Sports Centres in order to maximise and increase annual income targets.			
		Recruitment meeting the requirement of the post as listed in JD.			<u>Requirements at this level:</u> To have completed the Centre manager programme (application process when required to support individual development – Range 5 position available when relevant service or wider service vacancy arises) <u>Qualifications</u>	<u>Requirements at this level in addition to level 5A:</u> <u>Qualifications</u>	<u>Requirements at this level in addition to level 5A and 5B:</u> Completed a satisfactory 36-month period as a Range 5 CM or BDM To be accepted onto the Senior Centre manager programme (application process when required to support individual development – or Range 6 position

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			Industry recognised Health & Safety qualification	Carrying out analysis and evaluation by using information and intelligence to support improvement. Support with meeting the needs of customers and increasing footfall whilst working within agreed budgets. Develop partnership working to enable successful engagement of partners and project related goals Develop performance management targets of Medway Council Sports Centres to ensure cost effective access to Leisure services and initiatives to customers Reviewing and/or drafting team processes to improve efficiency	Sports related education to degree level qualification or equivalent management experience. Industry recognised Health & Safety qualification Senior Management qualification, Level 5 management and leadership. Suite of e learning courses and management level courses as provided by council workforce development Other qualifications demonstrated to be commensurate with the needs of the service <u>Knowledge</u> Demonstrates knowledge of the full range of procedures, policies and concepts involved in the role Confidently and consistently provides good quality advice and guidance based on specialist/technical knowledge. Successfully communicates corporate message to the teams and, ensures all teams are aware of how his/her roles fits in with the council's objectives and values. <u>Experience</u> Demonstrable experience of managing a sports centre or comparable customer-facing facility Demonstrable experience of setting and achieving income targets Demonstrable experience of working within an agreed budget while providing effective service delivery to the benefits of customers Demonstrable experience of managing staff and casual employees An understanding of the legislative framework relative to Sport & Health related activities Assessor qualification in relevant discipline Relevant health and safety, first aid and other qualifications commensurate with the needs of the service <u>Skills</u>	Suite of e learning courses and management level courses as provided by council workforce development Continued CPD to support service delivery and increasing income. Bespoke programme of in house training courses <u>Knowledge</u> Advanced theoretical/practical/procedural/organisational /policy knowledge across a specialist area Knowledge, skills and responsibility for large expenditures from an agreed budget. Translates the council's Core Values into practice at work. Understands the organisation's priorities and how his/her role fits in and can explain this to others Offers solutions for improvements to working practices and identifies where more efficient working could make savings. <u>Experience</u> Shows a willingness to keep abreast of developments in his/her area of work Monitors the effects of own decisions and prepared to take ownership for own actions. Sets clear direction for, develops, manages and coaches productive, high performing teams covering more than one area of activity/in more than one work place. And/or Interprets and provides guidance on external regulations relating to employees, adapts and interprets internal policies and procedures based on the needs of the service And/or Has a shared responsibility for developing policies and procedures relating of employees,	available when relevant service or wider service vacancy arises) <u>Qualifications</u> Level 6 chartered manager apprenticeship Other qualifications demonstrated to be commensurate with the needs of the service Bespoke programme of in house training courses <u>Knowledge</u> Can develop plans for the medium term (several months up to a year) to ensure that work is completed to the standard and timescales required. Manages problems as they arise, acts decisively and within limits of authority. Contributes to the development of workforce plans and procedures <u>Experience</u> Management lead on area of business for the service, ie Health and Safety, Safeguarding, Customer Service. Deals with poor performance/conduct/attendance issues and employee grievances and concerns, appropriately for wider services <u>Skills</u> Able to work independently and deal with unexpected problems and situations with confidence. Confident in dealing with unusual situations where there are no recognised procedures in place. Follows good financial practice in accordance with local requirements, as set out in financial regulations and procedures.
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					Ability to manage a team Adapts well to new ways of working Displays well developed communication skills when dealing with any of the following: caring, training, leadership, motivating, advising, guiding, presenting. Written and numerical communication is accurate and well presented.	which have a significant impact on the organisation. <u>Skills</u> Is accountable for large expenditures of up to £50000 from an agreed budget or income, with supervision, and including setting, monitoring and ensuring effective spend of budget Ability to analyse and interpret varied and complex information to develop strategies and solutions over the long term. Can analyse and interpret technical, procedural, or specialist information and compose correspondence and reports, using technology as required Thinks creatively to find solutions and provide responses	
Job Title	Range	Entry	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)
Senior Sport Centre Manager	Range 6	Progression from Range 5C Recruitment meeting the requirement of the post	Good level of education to degree level qualification Level 6 Chartered manager Apprenticeship Health & Safety qualification Management qualification	To manage more than one of Medway Council's sports centres, meeting the needs of customers and increasing income and footfall whilst working within agreed budgets. To take on management responsibilities to improve all services across all medway sport centres			
					<u>Requirements at this level:</u> <u>Qualifications</u> Sports related education to degree level qualification or equivalent management experience. Industry recognised management of Health & Safety qualification (IOSH level) Level 6 Chartered manager Apprenticeship Suite of e learning courses and management level courses as provided by council workforce development. Other qualifications demonstrated to be commensurate with the needs of the service. <u>Knowledge</u> Advanced knowledge of operating large scale customer facilities.	<u>Requirements at this level in addition to level 6A:</u> <u>Qualifications</u> Suite of e learning courses and management level courses as provided by council workforce development Continued CPD to support service delivery and increasing income. Bespoke programme of in house training courses <u>Knowledge</u> Displays a range of expertise where the opportunity and need for imaginative thinking is not limited to defined policies. Regularly offers fresh ideas and innovative solutions to problems.	<u>Requirements at this level in addition to level 6A and 6B:</u> Completed a satisfactory 36-month period as a Range 6 Senior Sports Centre Manager To continue to support individual development (to apply for a Range 7 position when available within relevant service or wider service vacancy arises) <u>Qualifications</u> Bespoke to individual development, providing supports service needs. Continued CPD to support service delivery and increasing income. <u>Knowledge</u> Works independently within defined procedures, and can work outside of procedures, making decisions without referring to a supervisor/line manager, where necessary. <u>Experience</u>

				Uses advanced theoretical/practical/procedural/organisational /policy knowledge across several specialist areas. Understands and complies with the council's Core Values and priorities and the impact of the role and/ team in enabling the council to effectively meet its priorities. Successfully carries out all elements of the line management role for all teams managed Is accountable for large expenditures of up to £50000 from an agreed budget or income, with supervision, and including setting, monitoring and ensuring effective spend of budget Experience Demonstrable experience of managing a sports centre or comparable customer-facing facility Demonstrable experience of setting and achieving income targets Demonstrable experience of working within an agreed budget while providing effective service delivery to the benefits of customers Demonstrable experience of managing employees and understanding payroll Deals with poor performance/conduct/attendance issues and employee grievances and concerns, appropriately. Skills Follows good financial practice in accordance with local requirements, as set out in financial regulations and procedures. Accurately monitors finances to avoid wastage and keep within agreed budgets. Can analyse and interpret complex technical, procedural, or specialist information and compose correspondence and reports, using technology as required Displays well developed communication skills when dealing with any of the following: caring, training, leadership, motivating, advising, guiding, presenting.	Experience Manages all stakeholder expectations and communicates effectively when making plans or dealing with organisational change. Confident in dealing with unusual situations where there are no recognised procedures in place. Implements regulations relating to health and safety (where appropriate) efficiently. Can provide information to help others understand policies and procedures Skills Can analyse and interpret varied and complex information Develops strategies and solutions for the medium and long term Can interpret and analyse detailed, comprehensive information and use it to develop options and/or present innovative solutions Uses well developed communication skills to present complex/sensitive information in an understandable way, to a range of audiences	Monitors the effects of own decisions and prepared to take ownership for own actions Carries out tasks which impact on the well being of people, including assessing needs, implementing care/welfare, implementing regulations, providing guidance on internal procedures and interpreting policies and procedures to meet specific circumstances or problems. Skills Is able to think strategically, and assess the “bigger picture”. Effectively undertakes long term planning. Adapts well to new ways of working Effectively prioritises and plans own and team's (if appropriate) work to achieve successful completion of project/programme. Provides advice, guidance and information and constructive feedback, to enable employees to carry out his/her roles effectively
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Job Title	Range	Entry	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)
Senior Sports Development Team and Business Manager	Range 6	Progression from Range 5C Recruitment meeting the requirement of the post	Good level of education to degree level qualification Level 6 Chartered manager Apprenticeship Health & Safety qualification Management qualification	To manage Medway Council’s Medway Sport Development Team and ability to manage a Sports Centre facility when designated to do so, developing projects and programmes aimed at delivering high quality and inclusive sporting opportunities, increasing participation, and achieving leisure income targets as set. To raise the profile of Medway Sport through ensuring opportunities exist for Medway to Play Compete Spectate. To improve medway sporting facilities to support delivery of sporting opportunities for all. To successfully applying for funding to support service to deliver against targets. Carrying out analysis and evaluation by using information and intelligence to support improvement for sport and leisure. Reviewing and/or drafting team processes to improve efficiency.			
					<u>Requirements at this level:</u> <u>Requirements at this level:</u> <u>Qualifications</u> Sports related education to degree level qualification or equivalent management experience. Industry recognised management of Health & Safety qualification (IOSH level) Level 6 Chartered manager Apprenticeship Suite of e learning courses and management level courses as provided by council workforce development. Other qualifications demonstrated to be commensurate with the needs of the service. <u>Knowledge</u> Uses advanced theoretical/practical/procedural/organisational /policy knowledge across several specialist areas. Understands and complies with the council's Core Values and priorities and the impact of the role and/ team in enabling the council to effectively meet its priorities. Successfully carries out all elements of the line management role for all teams managed Is accountable for large expenditures of up to £50000 from an agreed budget or income, with supervision, and including setting, monitoring and ensuring effective spend of budget <u>Experience</u> Demonstrable experience of managing a sports centre or comparable customer-facing team.	<u>Requirements at this level in addition to level 6A:</u> <u>Qualifications</u> Suite of e learning courses and management level courses as provided by council workforce development Continued CPD to support service delivery and increasing income. Bespoke programme of in house training courses <u>Knowledge</u> Displays a range of expertise where the opportunity and need for imaginative thinking is not limited to defined policies. Regularly offers fresh ideas and innovative solutions to problems. <u>Experience</u> Manages all stakeholder expectations and communicates effectively when making plans or dealing with organisational change. Confident in dealing with unusual situations where there are no recognised procedures in place. Implements regulations relating to health and safety (where appropriate) efficiently. Can provide information to help others understand policies and procedures <u>Skills</u>	<u>Requirements at this level in addition to level 6A and 6B:</u> Completed a satisfactory 36-month period as a Range 6 Senior Sports Development and Business Manager To continue to support individual development (to apply for a Range 7 position available within relevant service or wider service vacancy arises) <u>Qualifications</u> Bespoke to individual development, providing supports service needs. Continued CPD to support service delivery and increasing income. <u>Knowledge</u> Works independently within defined procedures, and can work outside of procedures, making decisions without referring to a supervisor/line manager, where necessary. <u>Experience</u> Monitors the effects of own decisions and prepared to take ownership for own actions Carries out tasks which impact on the well being of people, including assessing needs, implementing care/welfare, implementing regulations, providing guidance on internal procedures and interpreting policies and procedures to meet specific circumstances or problems. <u>Skills</u> Is able to think strategically, and assess the “bigger picture”. Effectively undertakes long term planning. Adapts well to new ways of working

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					Demonstrable experience of setting and achieving income targets Demonstrable experience of working within an agreed budget while providing effective service delivery to the benefits of customers Demonstrable experience of managing employees and understanding payroll Deals with poor performance/conduct/attendance issues and employee grievances and concerns, appropriately. Skills Follows good financial practice in accordance with local requirements, as set out in financial regulations and procedures. Accurately monitors finances to avoid wastage and keep within agreed budgets. Can analyse and interpret complex technical, procedural, or specialist information and compose correspondence and reports, using technology as required Displays well developed communication skills when dealing with any of the following: caring, training, leadership, motivating, advising, guiding, presenting.	Can analyse and interpret varied and complex information Develops strategies and solutions for the medium and long term Can interpret and analyse detailed, comprehensive information and use it to develop options and/or present innovative solutions Uses well developed communication skills to present complex/sensitive information in an understandable way, to a range of audiences	Effectively prioritises and plans own and team's (if appropriate) work to achieve successful completion of project/programme. Provides advice, guidance and information and constructive feedback, to enable employees to carry out his/her roles effectively
Job Title	Range	Entry	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)
Sport and Leisure Manager	Range 7	Progression from Range 6C Recruitment meeting the requirement of the post	Good level of education to degree level qualification Level 7 Senior Leaders master's Degree apprenticeship or equivalent Health & Safety qualification Senior Management qualification (NEBOSH)	To take operational management responsibility Medway Council's Medway Sport and Leisure Services. This includes initiating, managing and implement service plan requirements for all Medway Council operated sports centres, and the sports development team, as agreed with the Head of Service.			
					Requirements at this level: Qualifications Sports related education to degree level qualification or equivalent management experience. Level 7 Senior Leaders master's Degree apprenticeship or equivalent Industry recognised senior management of Health & Safety qualification (NEBOSH level)	Requirements at this level in addition to level 7A: Qualifications Suite of e learning courses and senior management level courses as provided by council workforce development Continued CPD to support service delivery and increasing income. Bespoke programme of in house training courses Knowledge	Requirements at this level in addition to level 7A and 7B: Completed a satisfactory 36-month period as a Range 7 Sport and Leisure Manager To continue to support individual development (to apply for a Range 8 position when available within relevant service or wider service vacancy arises) Qualifications Bespoke to individual development, providing supports service needs. Continued CPD to support service delivery and increasing income.

					Suite of e learning courses and management level courses as provided by council workforce development. Other qualifications demonstrated to be commensurate with the needs of the service. <u>Knowledge</u> Understanding operational and strategic service management, as part of the management team for Sport Leisure, Tourism and Heritage <u>Experience</u> Delivering against service plan targets for Medway Sport and lesiure as part of the management team for Sport Leisure, Tourism and Heritage Demonstrable experience of managing different sports centre settings or comparable customer-facing facility Demonstrable experience of providing specialist information, advice and guidance on internal policies and procedures relating to finance and interpretation of these in relation to specific circumstances. Demonstrable experience in leadership and management of programmes and projects Demonstrable experience of managing employees <u>Skills</u> Leading effective business change to ensure the business develops and improves. Demonstrating an innovative approach to business models and target setting.	A strong knowledge and understanding of the council's budgetary systems and financial accounting. Setting targets for the service based on financial review and analysis. <u>Experience</u> Managing an effective training and development programme for all Medway Sport and leisure staff Demonstrable experience of setting and achieving financial targets Performance management and target setting. Demonstrable experience of working within an agreed budget while providing effective service delivery to the benefits of customers <u>Skills</u> Excellent interpersonal skills. To be able to resolve difficult and sometimes confrontational situations and impose requirements on unreceptive customers without access to senior officers Ability to remain calm and think clearly under pressure, dealing with several highly complex tasks during one period. Uses well developed communication skills to present complex/sensitive information in an understandable way, to senior managers.	<u>Knowledge</u> Displays a high level of industry expertise where the opportunity and need for imaginative thinking is not limited to defined policies. Regularly offers fresh ideas and innovative solutions to problems, and has both capacity and capability to lead change <u>Experience</u> Experience of dealing with Member questions and responding in a political manner. Demonstrable ability to analyse and interpret varied and complex information and develop strategies and solutions for the medium and long term <u>Skills</u> Demonstrable experience of coping well under extreme pressure and difficult situations, able to identify and act on own development needs. Substantial experience of managing, supervising, co-ordinating and training other employees where required.
Job Title	Range	Entry	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)
Sport, Leisure, Heritage and Tourism Manager	Range 8	Progression from Range 7C	Good level of education to degree level qualification	To have operational management responsibility for Medway Council's Medway Sport, Leisure, Heritage and Tourism Services. This includes initiating, managing and implement service plan requirements for all Medway Council operated facilities, as agreed with the Head of Service.			
		Recruitment meeting the requirement of the post	Level 7 Senior Leaders master's Degree		<u>Requirements at this level:</u> <u>Qualifications</u>	<u>Requirements at this level in addition to level 8A:</u> <u>Qualifications</u>	<u>Requirements at this level in addition to level 8A and 8B:</u> Completed a satisfactory 36-month period as a Range 8 Sport, Leisure, Heritage and Tourism Manager

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			apprenticeship or equivalent Health & Safety qualification Senior Management qualification (NEBOSH)	This role also deputising for the Head of Service when required.	Sports related education to degree level qualification or equivalent management experience. Level 7 Senior Leaders master's Degree apprenticeship or equivalent Industry recognised senior management of Health & Safety qualification (NEBOSH level) Suite of e learning courses and management level courses as provided by council workforce development. Other qualifications demonstrated to be commensurate with the needs of the service. <u>Knowledge</u> A sound understanding of operational and strategic service management, for Sport Leisure, Tourism and Heritage Complete understanding of income and expenditure targets as set with the Head of Service, with the knowledge to deliver against them <u>Experience</u> Setting of service plan targets for Sport Leisure, Tourism and Heritage Experience of preparing and presenting written reports to Corporate Management Teams and/or elected Member Committee's <u>Skills</u> Managing effective business change to ensure the business develops and improves. Demonstrating an innovative approach to business models and target setting.	Suite of e learning courses and senior management level courses as provided by council workforce development Continued CPD to support service delivery and increasing income. Bespoke programme of in house training courses <u>Knowledge</u> Leading innovation and business change development to enhance income generation across all sites. <u>Experience</u> Increasing Medway's regional, national and international profile - recognising Medway is a great place to live, work, learn and visit Designing and managing an effective training and development programme for all Medway Sport and leisure staff Demonstrable experience of setting and achieving financial targets Performance management and target setting. <u>Skills</u> Excellent interpersonal skills. To be able to resolve difficult and sometimes confrontational situations and impose requirements on unreceptive customers without access to senior officers Ability to remain calm and think clearly under pressure, dealing with several highly complex tasks during one period. Uses well developed communication skills to present complex/sensitive information in an understandable way, to senior managers.	To continue to support individual development (to apply for a Head of Service position when available within relevant service or wider service vacancy arises) <u>Qualifications</u> Bespoke to individual development, providing supports service needs. Continued CPD to support service delivery and increasing income. <u>Knowledge</u> Developing collaborative partnerships across the council to ensure service plan targets are met. <u>Experience</u> Demonstrable ability to analyse and interpret varied and complex information and develop strategies and solutions for the medium and long term <u>Skills</u> Developing and managing effective service level projects and programmes Establishing effective internal and external partnerships to maximise opportunities to increase external funding for service wide activities in Medway.
Job Title	Range	Entry	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)
	Range 3		Good level of education, GCSE	To raise the profile and quality of sporting opportunities across			

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Assistant Sports Development Officer		From Range 2 Sports Officer or Range 3 SSO Recruitment with previous experience for the post	(grade 5 or above) or equivalent in English and Maths Level 2 Community Activator Coach Level 2 Multi Skills development Apprenticeship	Medway for the benefit of the whole community. To assist officers to develop projects and programmes aimed at delivering high quality and inclusive sporting opportunities, increasing participation and encouraging communities to get active. To liaise with other sporting and non sporting organisations to ensure continued success of sporting initiatives within Medway and raise awareness of support available to local participants.	<u>Requirements at this level:</u> <u>Qualifications</u> Good level of education, GCSE (grade 5 or above) or equivalent in English and Maths Level 2 Community Activator Coach Level 2 Multi Skills development Apprenticeship Level 1 Award in asst coaching First Aid and Safeguarding qualification <u>Knowledge</u> A diverse range or sporting knowledge supporting the sector with increasing participation in sport, workforce and club development <u>Experience</u> Supervise programmes and projects to increase participation targets for the service in agreement with the Sports Development manager. Supervise delivery of individual projects and programmes within Medway Sport service. Experience in coaching, club development or officiating sport. <u>Skills</u> The vision to develop and maintain high quality services that are relevant to the needs of existing and potential users Strong communication and inter-personal skills Good organisational skills Ability to work as a leader in a team environment	<u>Requirements at this level in addition to level 3A:</u> <u>Qualifications</u> NGB Level 2 coaching qualification. CPD courses to meet the needs of the service <u>Knowledge</u> To understand national, regional and local sporting governance across a wide range of sports, understanding sporting opportunities from grass roots to excellence. How to apply for funding bids to support service delivery. <u>Experience</u> Alongside Sports Development Officers identify opportunities to increase income in wider services. Delivering an events programme to increase participation and demonstrate / highlight sporting opportunities in Medway <u>Skills</u> To be able to deliver coaching sessions, offering high quality sporting opportunities. To present formulated ideas to improve services and opportunities to increase activity levels for Medway residents	<u>Requirements at this level in addition to level 3A and 3B:</u> To be accepted onto the Sports Development Officer programme (minimum 24 months experience as ASDO, application process when required) <u>Qualifications</u> Level 3 team leader apprenticeship Bespoke programme of in house training courses <u>Knowledge</u> Working closely with colleagues across the leisure, heritage and tourism service to ensure service plan targets are met. Working with external and internal partners to improve participation within sport. <u>Experience</u> Demonstrable ability to work within recognised procedures and respond independently to problems where there are no recognised procedures and decisions must be made without access to a manager. Experience of supervision, direction, co-ordination or training/development of other employees <u>Skills</u> Demonstrable developed communication skills with the ability to present complex and/or sensitive information in an understandable way, using a variety of methods across a range of audiences.
Job Title	Range	Entry	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)
Sports Development Officer	Range 4	Career progression from Range 3C Recruitment with previous	Good level of education to degree level qualification	To co-ordinate and raise the profile and quality of sporting opportunities across Medway for the benefit of the whole community.	<u>Requirements at this level, to have completed Range 3C trainee programme:</u> <u>Qualifications</u>	<u>Requirements at this level in addition to level 4A:</u>	<u>Requirements at this level in addition to level 4A and 4B:</u> Completed a satisfactory 24-month period as a Range 4 SDO

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		experience for the post	Instructor or Tutor qualification, in relevant discipline, Level 3 award in Education and training NGB coaching qualification level 2 Level 3 Community Sport and Health Officer Apprenticeship or equivalent	To deliver programmes that are designed to increase usage for our sports centres, in return improving income. To develop projects and programmes aimed at delivering high quality and inclusive sporting opportunities, increasing participation and encouraging communities to get active.	Good level of education to degree level qualification NGB coaching qualification level 2 Level 3 Community Sport and Health Officer Apprenticeship or equivalent <u>Knowledge</u> Managing an events programme to increase participation and demonstrate / highlight sporting opportunities in Medway Successfully applying for funding bids to support service targets and delivery <u>Experience</u> Demonstrable experience in the field of Sports Development Manage programmes and projects to increase participation targets for the service in agreement with the Sports Development manager. Manage delivery of individual projects and programmes within Medway Sport service. <u>Skills</u> The vision to develop and maintain high quality services that are relevant to the needs of existing and potential users Strong communication and inter-personal skills Good organisational skills Ability to work as a leader in a team environment	<u>Qualifications</u> Instructor or Tutor qualification, in relevant discipline, Level 3 award in Education and training Relevant health and safety, first aid and other qualifications commensurate with the needs of the service to provide a safe environment for participants and staff. <u>Knowledge</u> Complete understanding national, regional and local sporting governance across a wide range of sports, understanding sporting opportunities from grass roots to excellence. <u>Experience</u> Experience of management, direction, co-ordination or training/development of other employees <u>Skills</u> To be able to deliver training and development sessions, offering high quality sporting opportunities. To present formulated ideas to senior managers to improve services and opportunities to wider audiences.	To be accepted onto the SD manager programme (application process when required to support individual development or Range 5 position available when relevant service or wider service vacancy arises) <u>Qualifications</u> Level 5 leadership and Management qualification. Continued CPD to support service delivery and increasing income. Bespoke programme of in house training courses <u>Knowledge</u> To manage programmes with internal and external partners to deliver against service targets. To manage large scale event programmes that deliver against service targets. <u>Experience</u> Demonstrable experience of financial management <u>Skills</u> Demonstrable ability to use analytical skills to interpret complex information and situations. Develops solutions or plans which take several months up to a year to formulate. Undertakes work that requires a range of imaginative solutions and responses and involves application of fresh and innovatory thinking.
Job Title	Range	Entry	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)
Sports Development Manager	Range 5	Progression from Range 4C	Good level of education to degree level qualification or equivalent management experience	To manage Medway Council's Medway Sport Development Team, developing projects and programmes aimed at delivering high quality and inclusive sporting opportunities, increasing participation, and achieving leisure income targets as set.			
		Recruitment meeting the requirement of the post			<u>Requirements at this level:</u> <u>Qualifications</u> Good level of education to degree level qualification or equivalent management experience	<u>Requirements at this level in addition to level 5A:</u> <u>Qualifications</u> Continued CPD to support service targets.	<u>Requirements at this level in addition to level 5A and 5B:</u> Completed a satisfactory 36-month period as a Range 5 SDM To be accepted onto the Senior Sport Development and Business manager

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			Level 5 leadership and Management qualification. Coach, Instructor or Tutor qualification, in relevant discipline, Level 3 award in Education and training	To raise the profile of Medway Sport through ensuring opportunities exist for Medway to Play Compete Spectate.	Level 5 leadership and Management qualification. Industry recognised management of Health & Safety qualification Suite of e learning courses and management level courses as provided by council workforce development. Other qualifications demonstrated to be commensurate with the needs of the service. <u>Knowledge</u> Demonstrates knowledge of the full range of procedures, policies and concepts involved in the role. Confidently and consistently provides good quality advice and guidance based on specialist/technical knowledge. Successfully communicates corporate message to the teams and, ensures all teams are aware of how his/her roles fits in with the council's objectives and values. <u>Experience</u> Demonstrable experience of managing sports events and large-scale projects. Demonstrable experience of successfully receiving funding to support projects. Demonstrable experience of setting and achieving targets Demonstrable experience of financial management Demonstrable experience of working within an agreed budget while providing effective service delivery to the benefits of customers. Demonstrable experience of managing staff and casual employees An understanding of the legislative framework relative to Sport & Health related activities Relevant health and safety, first aid and other qualifications commensurate with the needs of the service	Other qualifications demonstrated to be commensurate with the needs of the service Bespoke programme of in house training courses <u>Knowledge</u> Advanced theoretical/ practical/procedural/organisational /policy knowledge across a specialist area Knowledge, skills and responsibility for large expenditures from an agreed budget. Translates the council's Core Values into practice at work. Understands the organisation's priorities and how his/her role fits in and can explain this to others Offers solutions for improvements to working practices and identifies where more efficient working could make savings. <u>Experience</u> Shows a willingness to keep abreast of developments in his/her area of work Monitors the effects of own decisions and prepared to take ownership for own actions. Sets clear direction for, develops, manages and coaches productive, high performing teams covering more than one area of activity/in more than one work place. And/or Interprets and provides guidance on external regulations relating to employees, adapts and interprets internal policies and procedures based on the needs of the service And/or Has a shared responsibility for developing policies and procedures relating of employees, which have a significant impact on the organisation. <u>Skills</u>	programme (application process when required to support individual development or Range 6 position available when relevant service or wider service vacancy arises) <u>Qualifications</u> Level 6 chartered manager apprenticeship Other qualifications demonstrated to be commensurate with the needs of the service Bespoke programme of in house training courses <u>Knowledge</u> Can develop plans for the medium term (several months up to a year) to ensure that work is completed to the standard and timescales required. Manages problems as they arise, acts decisively and within limits of authority. Contributes to the development of workforce plans and procedures <u>Experience</u> Leads on area of business for the service, ie Health and Safety, Safeguarding, Customer Service. Deals with poor performance/conduct/attendance issues and employee grievances and concerns, appropriately for wider services <u>Skills</u> Able to work independently and deal with unexpected problems and situations with confidence. Confident in dealing with unusual situations where there are no recognised procedures in place. Follows good financial practice in accordance with local requirements, as
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					<u>Skills</u> Ability to manage a team Adapts well to new ways of working Displays well developed communication skills when dealing with any of the following: caring, training, leadership, motivating, advising, guiding, presenting. Written and numerical communication is accurate and well presented.	Understanding models of behavioural change Understanding financial budgetary setting Is accountable for large expenditures of up to £50000 from an agreed budget or income, with supervision, and including setting, monitoring and ensuring effective spend of budget Ability to analyse and interpret varied and complex information to develop strategies and solutions over the long term. Can analyse and interpret technical, procedural, or specialist information and compose correspondence and reports, using technology as required Thinks creatively to find solutions and provide responses	set out in financial regulations and procedures.
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