SPORT AND LEISURE CAREER PROGRESSION FRAMEWORK

DATE: April 2025

Job Title	Range	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 leg Knowledge Able to demonstrate a working understanding of Experience Experience of undertaking commercial or domes Can demonstrate an understanding of the proce equipment with the ability to follow straightforw Skills Good customer care skills. Good standards of housekeeping	f the use and storage of cleaning materials. tic cleaning. dures for a limited number of tasks and op-	
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 Able to demonstrate a working understanding of the use and storage of cleaning materials, and to be able to instruct others.	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 Experience Experience Experience in team leadership role	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

SPORT AND LEISU	RE CAREER PE	ROGRESSION FRAME	WORK	DATE: April 2025					
					Experience Experienced in delivering the role within a sports centre or similar commercial setting. Skills Demonstrate good customer care skills.	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 Level 2	above (Maths	Internal Apprenticeship	Support the work of the sport and leisure service as an Apprentice	First year Salary: £14,567 per annum				
Apprentice		and English)	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		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. To assist senior centre staff to ensure the centre operates safely, efficiently, and effectively.	Requirements at this level: Delivering excellent customer service always in handling telephone inquiries, dealing with memoral dealing telephone inquiries, d	nbership inquiries and undertaking any other ce Apprenticeship cs; or ability to demonstrate proficiency in becammes and activities, admission policies and ering excellent customer service	or customer-facing duties. ooth subjects. od prices		

Official (unmarked)

SPORT AND LEISU	JRE CAREER F	PROGRESSION FRAME	EWORK		DATE: April 2025			
				Take day-to-day responsibility for the effective financial governance of the centre as required to by the centre's management team.	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	Career Progression from range 1 CA	To consistently provide a high- quality frontline response to	Salary: £23,727	Salary: £24,464	Salary: £25,200	
		English and Mathematics; or ability to demonstrate proficiency in both subjects. Customer Service recognised award	Direct entry from recruitment process with qualifications / experience as listed	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 proactively 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 Problem Solving and Decision Making: Demonstrable experience of thoroughly analysing information, and considering	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 This may include relevant previous experience. 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 have undertaken all relevant training and development.	

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SPORT AND LEISU	JRE CAREER P	ROGRESSION FRAME	EWORK		DATE: April 2025			
					alternative solutions, adapting to new ways of working where necessary. Flexibility and Innovation: Demonstrable experience of contributing to change and listening to new ideas.		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 proactively selling memberships/activities Demonstrable experience of successfully promoting events and activities Skills Managing business improvement projects within Swimming Lessons, Memberships, Events and Bookings. Demonstrable ability to work independently within defined procedures,	Requirements at this level in addition to level 3A: Qualifications Select relevant Apprenticeship standards for the role, to continue training and development: 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 customer service, which have a significant impact on the organisation.	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 Commence 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	

PORT AND LEISURE CAREER PROGRESSION FRAMEWORK DATE: April 2025						
				and work outside of procedures, making decisions without referring to a supervisor/line manager, where necessary.	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.
Range	Entry	Development Route	Duties	Level 2 Intermediate Apprenticeship		
Apprentice Level 2	GCSEs Grade 4 or above (Maths	Internal Apprenticeship	Support the work of the sport and leisure service as an Apprentice	First year Salary: £14,567 per annum		
	and English)	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		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.		
Range	Entry	Development Route	Duties	One Level		
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.	Demonstratable experience in lifeguarding (To be working towards completion of Level Level 1 swimming and working towards fina Knowledge Demonstrable experience of working in a te Knowledge of the procedures for a range of operation of associated equipment and tool	(NPLQ) and First Aid. 2 Leisure Team Member or equivalent apprer clising Swim level 2 and Gym Level 2 eam and with the general public tasks, some of which, singly or in combination is.	
	Range Apprentice Level 2	Range Entry Apprentice Level 2 GCSEs Grade 4 or above (Maths and English) Range Entry Range INPLQ First Aid GCSEs Grade 4 or above (Maths	Range Entry Development Route Apprentice Level 2 GCSEs Grade 4 or above (Maths and English) 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 Range Entry Development Route Range 1 NPLQ First Aid GCSEs Grade 4 or above (Maths and English) Recompleted the Sports Officer Apprentice Programme New sports officers developing their service specific skills Recruitment with	Range Entry Development Route Apprentice Level 2 and English) 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 Range Entry Development Route Range I NPLQ First Aid GCSEs Grade 4 or above (Maths and English) Range I NPLQ First Aid GCSEs Grade 4 or above (Maths and English) Remain I NPLQ First Aid GCSEs Grade 4 or above (Maths and English) Remain I NPLQ First Aid GCSEs Grade 4 or above (Maths and English) Remain I NPLQ First Aid GCSEs Grade 4 or above (Maths and English) Remain I NPLQ First Aid GCSEs Grade 4 or above (Maths and English) Remain I NPLQ First Aid GCSEs Grade 4 or above (Maths and English) Remain I NPLQ First Aid GCSEs Grade 4 or above (Maths and English) To become part of the team that successfully operates Medway Council sports centres. To provide excellent customer service. To assist senior centre staff to ensure the centre operates safely,	Range Entry Development Route Apprentice Level 2 Intermediate Apprenticeship Programme A good standard of education (or equivalent experience) and a willingness to work towards achieving all the programme of the sport and leisure service as an Apprentice and any other requirements of the apprenticeships are a mixture of 'on' and 'a transferable skills throughout their apprentice and any other requirements of the apprenticeship framework Range Entry Development Route Range Intry Development Route Range Intry Development Route Completed the Sports Officer sevence assisting the delivery a range of sporting and fitness activities to include fitness classes, gwn inductions, fitness programmes and swimming lessons. To assist senior centre staff to ensure the centre operates safely, efficiently, and effectively always. To assist senior centre staff to ensure the centre operates safely, efficiently, and effectively always.	Support Supp

				Undertake lifeguard duties, ensuring all swimming pools operate safely	Skills Ability to start utilising the qualifications more for Works within defined procedures and can work 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 Recruitment with previous	Career progression from Range 2C Enhanced qualifications in	To oversee and deliver high quality activities that give customers the opportunity to participate in sport and active lifestyles.	Salary: £25,752 Requirements at this level, after completing R2C trainee programme: Qualifications	Salary: £28,242 Requirements at this level in addition to level 3A:	Salary: £30,732 Requirements at this level in addition to level 3A and 3B: Completed a satisfactory 24-month period as a Range 3C SSO

DATE: April 2025

RAMEWORK DATE: April 2025 industry relevant To manage the team to deliver To completed Leisure Duty Manager standard Qualifications

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subject

Health and Safety qualifications beyond e learning

Assessor /Tutor qualification is specialist field

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.

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

Knowledge

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.

Experience

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.

Skills

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

Commence ILM 5 management or equivalent.

Training programme for Assessor /Tutor qualification in specialist field

In house training courses bespoke to position

Knowledge

Increased knowledge of programmes and demonstratable experience in looking to increase income through centre activity.

Demonstrable understanding of meeting income targets and understanding budgets

Experience

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**

Skills

Ability to work independently within defined procedures, and can work outside of procedures, making decisions without referring to a supervisor/line manager where necessary.

To be accepted onto the Senior Sports Officer Range 4 – Deputy manager programme (application process) 12 to 18 month programme.

Qualifications

Complete level 5 leadership and management

IOSH equivalent level Health and Safety

In house training courses bespoke to position

In house project to improve business

Knowledge

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.

Experience

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.

Skills

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

Jub Title Range Entry Development Officer Range 2 Senior Sports Officer or Range 2 Carcer progression from companies of the Propose of Progression from companies of the Propose of Range 2 Senior Sports Officer or Range 3 Senior Sports Officer or Range 3 Center Sports Officer or Range 4 Center Sports Officer or Range 5 Center Sports Officer or Range 4 Center Sports Officer Spo	SPORT AND LEISU	JRE CAREER P	ROGRESSION FRAME	WORK			DATE: April 2025	
Senior Sports Officer Senior Sports Officer Corrections Sports Officer Continuers Service Advisor Continuers Service Advisor Apprenticeship standard in Leisure Operations Apprenticeship standard in Leisure Operations Officer Officer Assessor/Turor Assessor/Turor Apprenticeship standard in Leisure Operations Officer Officer Officer Assessor/Turor Assessor/Turor Apprenticeship standard in Leisure Operations Officer Officer Officer Officer Assessor/Turor Apprenticeship standard in Leisure Operations Officer Officer Officer Officer Officer Assessor/Turor Apprenticeship standard in Leisure Operations Officer Officer Officer Officer Assessor/Turor Apprenticeship standard in Leisure Operations Officer Officer Officer Officer Officer Assessor/Turor Apprenticeship standard in Leisure Operations Officer Officer Officer Officer Officer Officer Assessor/Turor Apprenticeship standard in Leisure Operations Officer Officer Officer Officer Officer Officer Officer Assessor/Turor Apprenticeship standard in Leisure Operations Officer						referring to a supervisor/manager for unusual		targets by offering affordable active participation opportunities to all Medway residents, maximising the use of all available facilities.
Senior Sports Officer Range 4 Officer Range 5 Cureer progression from Sarges 2 Scenior Service Advisor Range 4 Officer Range 5 Officer Range 5 Officer Range 6 Officer Range 6 Officer Range 7 Officer Range 8 Officer Range 8 Officer Range 9 Officer Range 9 Officer Range 9 Officer Range 4 Officer Range 9 Officer Range 4 Officer Range 4 Officer Range 4 Officer Range 5 Officer Range 6 Officer Range 6 Officer Range 6 Officer Range 6 Officer Range 7 Officer Range 8 Officer Range 8 Officer Range 9 Officer Range 1 Officer Range 2 Officer Range 3 Officer Range 4 Officer Range 3 Officer Range 4 Officer Range 2 Officer Range 3 Officer Range 3 Officer Range 4 Officer Range 3 Officer Range 4 Officer Range 3 Officer Range 4 Officer Range 4 Officer Range 4 Officer Range 3 Officer Range 4 Officer Range 3 Officer Range 4 Officer Range 4 Officer Range 4 Officer Range 4 Officer Range 5 Officer Range 4 Officer Range 6 Officer Range 6 Officer Range 7 Outflict officer Range 1 Outflict officer Range 7 Outflict officer Range 7 Outflict officer Range 7 Outflict officer Range 8 Outflict officer Range 1 Outflict officer Range 1 Outflict officer Range 7 Outflict officer Range 7 Outflict officer Range 7 Outflict officer Range 1 Outflict officer Range 8 Outflict officer Range 9 Outflict officer Range 9 Outflict officer Range 1 Outflict officer Range								problems and adapts to new ways of
activities that give customers the management of staff give customers and active lifestyles, providing and active lifestyles and active lifestyles and active lifestyles and active lifestyles lifestyles. Provided as a family and elevel and disting responsibility to active the mecass of Medway Council syports and activities compensation of the service to provide as after and active lifestyles. In addition to degree level to define provide a staffsactory 24-month to exceed the mecassary qualifications and expertise to the lifestyles. Completed to the mecassary qualifications and expertise to the mecassary qualifications and expertise to the mecassary qualifications and expertise to the mecassary qu	Job Title	Range	Entry	•	Duties	Level A (Developing)	Level B (Practising)	
Sports Officer or Range 3C Customers of Qualification in Service Advisor of Customers of Research of Research of Service Advisor of Customers of Research of Resea		Range 4		•			Salary: £34,233	Salary: £37,181
Lostomers Gervice Advisor Service Advisor Medway Council sports certes operate safely and securely. Assessor/Tutor Qualifications of Medway Council sports certes, meeting the needs of customers. Appenticeship standard in Lesure Operations			Sports Officer or		and active lifestyles, providing			
Assessor/Tutor Qualifications management of staff at one of Mcdway Council's sports centres, Apprenticeship standard in Leisure Operations Sports centre income and football whilst working within agreed budgets. To identify opportunities to increase sports centre income and football 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. Poeliver on service plan targets for the sports centre. To deputise for Sports Centre Manager as and when required too. Poeliver on service plan targets for the sports centre. To deputise for Sports centre. Deliver on service plan targets for the sports centre. Manager as and when required too. Poeliver on service plan targets for the sports centre. Manager as and when required too. Poeliver on service plan targets for the sports centre. Monaledge Examine the centre income targets to yoffering affordable active participation opportunities and increase centre income targets by offering affordable active participation opportunities to all Medway residents, maximising the use of all available facilities. Poemostrable experience of working in a sports centre or comparable customer-facing facility Leading the centre team ensuring excellent. Experience Demonstrable experience of working in a sports centre in come targets as set and the required too. Poemostrable experience of working in a sports centre or comparable customer-facing facility Leading the centre team ensuring excellent usuntomer service, coaching and instruction across a range of sport and activities commensurate with the needs of Medway Council sports centres. Relevant health and safety, first aid and other qualifications. Relevant health and safety, first aid and other qualifications of the service of evidence of the service of the service of customers and staff. Relevant health and safety, first aid and other qualifications of the service of evidence of the service of the service of the service o			Customers	qualification in	taking responsibility for ensuring	- 1	Qualifications	· · · · · · · · · · · · · · · · · · ·
Medivacy council's sports centres, meeting the needs of customers. Apprenticiship standard in Leisure Operations OSH equivalent level Health and Safety course To identify opportunities to increase sports centre increme and footfall whilst working within agreed budgets. To deputise for Sports Centre Manager as and when required too. Manager as and when require							necessary qualifications and expertise	
Apprenticeship standard in Leisure Operations To identify opportunities to increase sports centre income and foorfall white working within agreed budgets. Manager as and when required too. Monwiedge Establishing effective internal and external and external participation opportunities to all Medway residents, maximising the use of all available facilities. Experience Demonstrable experience of working in a sports centre income targets by offering afforties in a sports centre income targets by offering afforties in available facilities. Experience Demonstrable experience of working in a sports centre income targets as set in agreement with the Centre Manager apprenticeship of those training courses **Nowledge** The post holder has budget responsibility to plan projects and tasks in a structured way, monitoring progress against plans and can embed these into working practice. **Nowledge** To develop the required skills as list within the role of Centre Manager apprenticeship of the service of the se				-	management of staff at one of		coaching and instruction across a range	development – Range 5 position available when relevant service or wider service
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whilst working within agreed management and leadership. commensurate with the needs of the					Support with meeting the needs of			
					_	Senior Management qualification, Level 5		Other qualifications demonstrated to be
budgets. Knowledge service					whilst working within agreed	management and leadership.		commensurate with the needs of the
					budgets.		Knowledge	service

SPORT AND LEISURE CAREER PROGRESSION FRAMEWORK			DATE: April 2025	
		Suite of e learning courses and management	Advanced theoretical/	
	Develop partnership working to	level courses as provided by council workforce	practical/procedural/organisational	Bespoke programme of in house training
	enable successful engagement of	development	/policy knowledge across a specialist	courses
	partners and project related goals		area	<u>Knowledge</u>
		Other qualifications demonstrated to be		
	Develop performance management	commensurate with the needs of the service	Knowledge, skills and responsibility for	Can develop plans for the medium term
	targets of Medway Council Sports		large expenditures from an agreed	(several months up to a year) to ensure
	Centres to ensure cost effective	Knowledge	budget.	that work is completed to the standard
	access to Leisure services and			and timescales required.
	initiatives to customers	Demonstrates knowledge of the full range of	Translates the council's Core Values	
		procedures, policies and concepts involved in	into practice at work.	Manages problems as they arise, acts
	Reviewing and/or drafting team	the role		decisively and within limits of authority.
	processes to improve efficiency		Understands the organisation's	
		Confidently and consistently provides good	priorities and how his/her role fits in	Contributes to the development of
		quality advice and guidance based on specialist/technical knowledge.	and can explain this to others	workforce plans and procedures
			Offers solutions for improvements to	
		Successfully communicates corporate message	working practices and identifies where	<u>Experience</u>
		to the teams and, ensures all teams are aware	more efficient working could make	Management lead on area of business for
		of how his/her roles fits in with the council's	savings.	the service, ie Health and Safety,
		objectives and values.		Safeguarding, Customer Service.
			<u>Experience</u>	
				Deals with poor
		Experience	Shows a willingness to keep abreast of	performance/conduct/attendance issues
			developments in his/her area of work	and employee grievances and concerns,
		Demonstrable experience of managing a sports		appropriately for wider services
		centre or comparable customer-facing facility	Monitors the effects of own decisions	
		,	and prepared to take ownership for	
		Demonstrable experience of setting and achieving income targets	own actions.	Skills
		Demonstrable experience of working within an	Sets clear direction for, develops,	Able to work independently and deal
		agreed budget while providing effective service	manages and coaches productive, high	with unexpected problems and situations
		delivery to the benefits of customers	performing teams covering more than	with confidence.
		·	one area of activity/in more than one	
		Demonstrable experience of managing staff	work place. And/or Interprets and	Confident in dealing with unusual
		and casual employees	provides guidance on external	situations where there are no recognised
		An understanding of the legislative framework	regulations relating to employees,	procedures in place.
		relative to Sport & Health related activities	adapts and interprets internal policies	
		Assessor qualification in relevant discipline	and procedures based on the needs of	Follows good financial practice in
		Relevant health and safety, first aid and other	the service And/or Has a shared	accordance with local requirements, as
		qualifications commensurate with the needs of	responsibility for developing policies	set out in financial regulations and
		the service	and procedures relating of employees,	procedures.
			which have a significant impact on the	
		Skills	organisation.	
		Ability to manage a team	Skille	
			Skills	
		Adapts well to new ways of working	Is accountable for large expenditures of	
			Is accountable for large expenditures of	
		Displays well developed communication skills	up to £50000 from an agreed budget or	
		when dealing with any of the following: caring,	income, with supervision, and including	
		training, leadership, motivating, advising,	setting, monitoring and ensuring	
		guiding, presenting.	effective spend of budget	

SPORT AND LEISUI	RE CAREER P	ROGRESSION FRAME	EWORK		DATE: April 2025		
					Written and numerical communication is accurate and well presented.	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	Good level of education to	To manage more than one of Medway Council's sports centres,	Salary: £44,246	Salary: £47,161	Salary: £50,076
		Recruitment meeting the	degree level qualification	meeting the needs of customers and increasing income and footfall whilst working within agreed budgets.	Requirements at this level:	Requirements at this level in addition to level 6A:	Requirements at this level in addition to level 6A and 6B: Completed a satisfactory 36-month
		requirement of the post	Level 6 Chartered manager	To take on management	Qualifications	Qualifications	period as a Range 6 Senior Sports Centre Manager
		the post	Apprenticeship Health & Safety	responsibilities to improve all services across all medway sport centres	Sports related education to degree level qualification or equivalent management experience.	Suite of e learning courses and management level courses as provided by council workforce development	To continue to support individual development (to apply for a Range 7 position when available within relevant
			qualification Management qualification		Industry recognised management of Health & Safety qualification (IOSH level)	Continued CPD to support service delivery and increasing income.	service or wider service vacancy arises) Qualifications Bespoke to individual development,
					Level 6 Chartered manager Apprenticeship	Bespoke programme of in house training courses	providing supports service needs.
					Suite of e learning courses and management level courses as provided by council workforce development.	Knowledge	Continued CPD to support service delivery and increasing income.
					Other qualifications demonstrated to be commensurate with the needs of the service.	Displays a range of expertise where the opportunity and need for imaginative thinking is not limited to defined	Knowledge Works independently within defined procedures, and can work outside of
					Knowledge Advanced knowledge of operating large scale customer facilities.	Regularly offers fresh ideas and innovative solutions to problems.	procedures, making decisions without referring to a supervisor/line manager, where necessary.
					Uses advanced theoretical/practical/procedural/organisational /policy knowledge across several specialist areas.	·	Experience Monitors the effects of own decisions and prepared to take ownership for own actions
					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.	making plans or dealing with organisational change. Confident in dealing with unusual	Carries out tasks which impact on the well being of people, including assessing needs, implementing care/welfare,
					Successfully carries out all elements of the line management role for all teams managed	situations where there are no recognised procedures in place.	implementing regulations, providing guidance on internal procedures and interpreting policies and procedures to meet specific circumstances or problems.

SPORT AND LEISU	IRE CAREER PI	ROGRESSION FRAME	WORK			DATE: April 2025	
S. ON AND LLISU	THE GRIEFIT PROPERTY OF THE PR				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.	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	Skills Can 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
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	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.	Salary: £44,246 Requirements at this level: Requirements at this level: Qualifications	Salary: £47,161 Requirements at this level in addition to level 6A: Qualifications Suite of e learning courses and management level courses as provided by council workforce development	Salary: £50,076 Requirements at this level in addition to level 6A and 6B: 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

PORT AND LEISURE CAREER PROGRESSION FRAM	EWORK			DATE: April 2025	
	Health & Safety		Sports related education to degree level		position available within relevant service
	qualification	To raise the profile of Medway Sport	qualification or equivalent management	Continued CPD to support service	or wider service vacancy arises)
	Management	through ensuring opportunities exist	experience.	delivery and increasing income.	Qualifications
	qualification	for Medway to Play Compete			Bespoke to individual development,
		Spectate.	Industry recognised management of Health & Safety qualification (IOSH level)	Bespoke programme of in house training courses	providing supports service needs.
		To improve medway sporting			Continued CPD to support service
		facilities to support delivery of sporting opportunities for all.	Level 6 Chartered manager Apprenticeship	Knowledge	delivery and increasing income.
		sporting opportunities for an.	Suite of e learning courses and management	Displays a range of expertise where the	Knowledge
		To successfully applying for funding	level courses as provided by council workforce	opportunity and need for imaginative	Works independently within defined
		to support service to deliver against targets.	development.	thinking is not limited to defined policies.	procedures, and can work outside of procedures, making decisions without
			Other qualifications demonstrated to be	·	referring to a supervisor/line manager,
		Carrying out analysis and evaluation by using information and	commensurate with the needs of the service.	Regularly offers fresh ideas and innovative solutions to problems.	where necessary.
		intelligence to support	Knowledge	,	Experience
		improvement for sport and leisure.	Uses advanced	Experience	Monitors the effects of own decisions
		Reviewing and/or drafting team	theoretical/practical/procedural/organisational	Manages all stakeholder expectations	and prepared to take ownership for owr
		processes to improve efficiency.	/policy knowledge across several specialist areas.	and communicates effectively when making plans or dealing with	actions
			Understands and complies with the council's	organisational change.	Carries out tasks which impact on the
			Core Values and priorities and the impact of	organisational change.	well being of people, including assessing
			the role and/ team in enabling the council to	Confident in dealing with unusual	needs, implementing care/welfare,
			effectively meet its priorities.	situations where there are no recognised procedures in place.	implementing regulations, providing guidance on internal procedures and
			Successfully carries out all elements of the line	recognised procedures in place.	interpreting policies and procedures to
			management role for all teams managed	Implements regulations relating to	meet specific circumstances or problems
			Is associated for large expenditures of up to	health and safety (where appropriate)	Skille
			Is accountable for large expenditures of up to £50000 from an agreed budget or income, with	efficiently.	Skills
			supervision, and including setting, monitoring and ensuring effective spend of budget	Can provide information to help others understand policies and procedures	Is able to think strategically, and assess the "bigger picture". Effectively undertakes long term
			Experience	Skills	planning.
			Demonstrable experience of managing a sports		Adapts well to new ways of working
			centre or comparable customer-facing team.	Can analyse and interpret varied and	, ,
			, , , , , , , , , , , , , , , , , , ,	complex information Develops	Effectively prioritises and plans own and
			Demonstrable experience of setting and	strategies and solutions for the medium	team's (if appropriate) work to achieve
			achieving income targets	and long term	successful completion of project/programme.
			Demonstrable experience of working within an	Can interpret and analyse detailed,	
			agreed budget while providing effective service	comprehensive information and use it	Provides advice, guidance and
			delivery to the benefits of customers	to develop options and/or present innovative solutions	information and constructive feedback, to enable employees to carry out his/he
			Demonstrable experience of managing		roles effectively
			employees and understanding payroll	Uses well developed communication skills to present complex/sensitive	
			Deals with poor	information in an understandable way,	
			performance/conduct/attendance issues and	to a range of audiences	
			employee grievances and concerns,	to a range of addiences	
			appropriately.		
			Skills		
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SPORT AND LEIS	SURE CAREER P	ROGRESSION FRAME	EWORK			DATE: April 2025	
					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.		
Job Title	Range	Entry	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)
Sport and Leisure	Range 7	Progression from Range 6C	Good level of education to	To take operational management responsibility Medway Council's	Salary: £50,627	Salary: £53,118	Salary: £55,607
Manager		Recruitment meeting the requirement of the post	degree level qualification Level 7 Senior Leaders master's Degree apprenticeship or equivalent Health & Safety qualification Senior Management qualification (NEBOSH)	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.	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) 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. Knowledge Understanding operational and strategic service management, as part of the management team for Sport Leisure, Tourism and Heritage Experience Delivering against service plan targets for Medway Sport and lesiure as part of the management team for Sport Leisure, Tourism and Heritage	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 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. Experience 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.	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. Knowledge 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 Experience Experience of dealing with Member questions and responding in a political manner.

SPORT AND LEISU	RE CAREER P	ROGRESSION FRAME	EWORK			DATE: April 2025	
					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 Skills Leading effective business change to ensure the business develops and improves. Demonstrating an innovative approach to business models and target setting.	Demonstrable experience of working within an agreed budget while providing effective service delivery to the benefits of customers Skills 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.	Demonstrable ability to analyse and interpret varied and complex information and develop strategies and solutions for the medium and long term Skills 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,	Range 8	Progression from	Good level of education to	To have operational management responsibility for Medway Council's	Salary: £56,159	Salary: £58,649	Salary: £61,139
Heritage and Tourism Manager		Range 7C Recruitment meeting the requirement of the post	degree level qualification Level 7 Senior Leaders master's Degree apprenticeship or equivalent Health & Safety qualification Senior Management qualification (NEBOSH)	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. This role also deputising for the Head of Service when required.	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) 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.	Requirements at this level in addition to level 6A: 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 Leading innovation and business change development to enhance income generation across all sites. Experience	Requirements at this level in addition to level 6A and 6B: Completed a satisfactory 36-month period as a Range 8 Sport, Leisure, Heritage and Tourism Manager To continue to support individual development (to apply for a Head of Service 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. Knowledge Developing collaborative partnerships across the council to ensure service plan

SPORT AND LEISUI	RE CAREER PI	ROGRESSION FRAME	WORK			DATE: April 2025	
					Complete understanding of income and expenditure targets as set with the Head of Service, with the knowledge to deliver against them Experience 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 Skills Managing effective business change to ensure the business develops and improves. Demonstrating an innovative approach to business models and target setting.	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. Skills 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.	Demonstrable ability to analyse and interpret varied and complex information and develop strategies and solutions for the medium and long term Skills 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)
Assistant Sports Development	Range 3	From Range 2 Sports Officer or	Good level of education, GCSE	To raise the profile and quality of sporting opportunities across	Salary: £25,752	Salary: £28,242	Salary: £30,732
Officer		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.	Qualifications 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 Knowledge A diverse range or sporting knowledge supporting the sector with increasing participation in sport, workforce and club development	Requirements at this level in addition to level 3A: Qualifications NGB Level 2 coaching qualification. CPD courses to meet the needs of the service Knowledge 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.	Requirements at this level in addition to level 3A and 3B: To be accepted onto the Sports Development Officer programme (minimum 24 months experience as ASDO, application process when required) Qualifications Level 3 team leader apprenticeship Bespoke programme of in house training courses Knowledge Working closely with colleagues across the leisure, heritage and tourism service to ensure service plan targets are met.

SPORT AND LEISUI	RE CAREER PR	ROGRESSION FRAME	WORK			DATE: April 2025	
					Experience 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. Skills 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	Experience 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 Skills 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	Working with external and internal partners to improve participation within sport. Experience 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, coordination or training/development of other employees Skills 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 experience for the post	Good level of education to degree level qualification 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 co-ordinate and raise the profile and quality of sporting opportunities across Medway for the benefit of the whole community. 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.	Requirements at this level, to have completed Range 3C trainee programme: Qualifications Good level of education to degree level qualification NGB coaching qualification level 2 Level 3 Community Sport and Health Officer Apprenticeship or equivalent Knowledge 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 Experience Demonstrable experience in the field of Sports Development	Requirements at this level in addition to level 4A: Qualifications 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. Knowledge Complete understanding national, regional and local sporting governance across a wide range of sports, understanding sporting opportunities from grass roots to excellence. Experience	Requirements at this level in addition to level 4A and 4B: Completed a satisfactory 24-month period as a Range 4 SDO 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) Qualifications Level 5 leadership and Management qualification. Continued CPD to support service delivery and increasing income. Bespoke programme of in house training courses Knowledge

SPORT AND LEISURE	CAREER PRO	OGRESSION FRAME	WORK			DATE: April 2025	
					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. Skills 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	Experience of management, direction, co-ordination or training/development of other employees Skills 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 manage programmes with internal and external partners to deliver against service targets. To manage large scale event programmes that deliver against service targets. Experience Demonstrable experience of financial management Skills 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 F	Range	Entry	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)
Sports F Development	•	Progression from Range 4C	Good level of education to	To manage Medway Council's Medway Sport Development Team,	Salary: £37,732	Salary: £40,714	Salary: £43,695
Team Manager		Recruitment meeting the requirement of the post	degree level qualification or equivalent management experience Level 5 leadership and Management qualification. Coach, Instructor or Tutor qualification, in relevant discipline, Level 3 award in Education and training	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.	Qualifications Good level of education to degree level qualification or equivalent management experience 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. Knowledge	Requirements at this level in addition to level 5A: Qualifications Continued CPD to support service targets. Other qualifications demonstrated to be commensurate with the needs of the service Bespoke programme of in house training courses Knowledge Advanced theoretical/ practical/procedural/organisational /policy knowledge across a specialist area Knowledge, skills and responsibility for large expenditures from an agreed budget.	Requirements at this level in addition to level 5A and 5B: Completed a satisfactory 36-month period as a Range 5 SDM To be accepted onto the Senior Sport Development and Business manager programme (application process when required to support individual development or Range 6 position available when relevant service or wider service vacancy arises) Qualifications Level 6 chartered manager apprenticeship Other qualifications demonstrated to be commensurate with the needs of the service Bespoke programme of in house training courses Knowledge

SPORT AND LEISURE CAREER PROGRESSION FRAMEWORK		DATE: April 2025		
	Demonstrates knowledge of the full range of procedures, policies and concepts involved in the role.	Translates the council's Core Values into practice at work.	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.	
	Confidently and consistently provides good quality advice and guidance based on specialist/technical knowledge.	Understands the organisation's priorities and how his/her role fits in and can explain this to others	Manages problems as they arise, acts decisively and within limits of authority.	
	Successfully communicates corporate message to the teams and, ensures all teams are aware of how his/her roles fits in with the council's	Offers solutions for improvements to working practices and identifies where more efficient working could make	Contributes to the development of workforce plans and procedures	
	objectives and values.	savings.	<u>Experience</u>	
	<u>Experience</u>	<u>Experience</u>	Leads on area of business for the service, ie Health and Safety, Safeguarding,	
	Demonstrable experience of managing sports events and large-scale projects.	Shows a willingness to keep abreast of developments in his/her area of work	Customer Service. Deals with poor	
	Demonstrable experience of successfully receiving funding to support projects.	Monitors the effects of own decisions and prepared to take ownership for own actions.	performance/conduct/attendance issues and employee grievances and concerns, appropriately for wider services	
	Demonstrable experience of setting and achieving targets	Sets clear direction for, develops, manages and coaches productive, high	Skills	
	Demonstrable experience of financial management Demonstrable experience of working within an	performing teams covering more than one area of activity/in more than one work place. And/or Interprets and	Able to work independently and deal with unexpected problems and situations with confidence.	
	agreed budget while providing effective service delivery to the benefits of customers.	regulations relating to employees, adapts and interprets internal policies	Confident in dealing with unusual situations where there are no recognised	
	Demonstrable experience of managing staff and casual employees	and procedures based on the needs of the service And/or Has a shared responsibility for developing policies	Follows good financial practice in	
	An understanding of the legislative framework relative to Sport & Health related activities	and procedures relating of employees, which have a significant impact on the organisation.	accordance with local requirements, as set out in financial regulations and procedures.	
	Relevant health and safety, first aid and other qualifications commensurate with the needs o the service	f Skills Understanding models of behavioural change		
	Skills Ability to manage a team Adapts well to new ways of working	Understanding financial budgetary setting		
	Displays well developed communication skills when dealing with any of the following: caring training, leadership, motivating, advising, guiding, presenting.	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		
	Written and numerical communication is accurate and well presented.	Ability to analyse and interpret varied and complex information to develop strategies and solutions over the long term.		

SPORT AND LEISURE CAREER PROGRESSION FRAMEWORK	DATE: April 2025
	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