committed to helping everyone live their best life

Working for us is much more than just a job. You'll become one of our own, part of our inspiring Active Tameside family, bound together by a strong sense of belonging which only comes from like-minded people, passionate about helping people to live their best lives.

As an awarding winning and compassionate Charitable Trust, we have your health, wellbeing and happiness at heart, offering excellent training, development and career progression, a host of benefits including a local government pension scheme and free Active Premier membership with access to all 7 of our facilities. Membership includes gym, classes, general swim, spa and exclusive Les Mills virtual classes on our app - all worth £37.29 per month.

So, what are you waiting for? Become part of something different and help us make a difference.

Operations Team Leader

Salary:	£25,166.14 p.a pro rata for part-time under 21 years of age £27,058.91 p.a pro rata for part-time age 21+
Location:	Tameside Wellness Centre
Working hours:	Average of 37 hours per week on a 3-week rota
Positions:	1
Contract type:	Permanent
Closing date:	13th December 2026
Interview date:	21st December 2026
Job Reference:	AT309

how to apply

To apply for this position please fill out the form online or alternatively complete an application form and return it to **HR@activetameside.com** or Human Resources, Active Tameside, Active Ken Ward, Hattersley Road East, Hattersley, Hyde, SK14 3NL.

Application forms can be found on **www.activetameside.com/job-vacancies** or email **HR@activetameside.com**. For help or advice in completing the application form please contact Human Resources on 0161 366 4814.

reinvesting 100% of our profits... back into our facilities and services.

here for Tameside, not for profit.

Active Tameside is a registered charity which means 100% of our profits go back into ensuring the best possible facilities and services for the Tameside community.

Find out more at activetameside.com/charity

activetameside.com

job description

The post holder will assist the Duty Manager's as tasked with the operation and growth of the facility and will provide both front and back of house support. They will assist with the day-to-day operation of the centre, providing excellent customer service and advice on all matters related to the use of the facility, ensuring that the facility is used in a correct and safe manner at all times. As an Operations Team Leader you will organise and run all centre run activities and events ensuring that the equipment is fit for purpose and is presented at the highest standards in line with our policies and procedures.

rota

	Week 1		Week 2		Week 3	
Monday	1.30pm–11.00pm	9	Day Off		5.45am-2.45pm	8.5
Tuesday	1.30pm–11.00pm	9	Day Off		5.45am-2.45pm	8.5
Wednesday	1.30pm–11.00pm	9	5.45am-2.45pm	8.5	Day Off	
Thursday	Day Off		1.30pm-11.00pm	9	5.45am-2.45pm	8.5
Friday	Day Off		2pm-10.30pm	9	5.45am-2.45pm	8.5
Saturday	12.15pm-11.00pm	10.15	Day Off		Day Off	
Sunday	12.15pm- 8.00pm	7.15	Day Off		Day Off	
		44.5		26.5		34

Total = 111

Average hours per week **37**

Please note the hours/shift pattern detailed above may differ however this is a discussion that will be held with the recruiting manager at interview.

role profile

Role Title:	Operations Team Leader
Grade:	D
Date:	October 2024
Responsible to:	Duty Manager

Accountabilities:

All our roles play a key part in delivering our strategic themes to achieve our goals:

1. Contribute towards achieving a positive culture in delivering our dynamic and life enhancing strategy and outcomes. Build positive and effective relationships with customers, colleagues, partners and key stakeholders.

2. To understand and be fully conversant with the centres Health & Safety policies, Normal Operating Procedures, Emergency Action Plan and to ensure safe practices are observed whilst on duty and take any necessary in accordance with current relevant Legislation.

3. To instruct and supervise all customers in a safe, effective and professional manner following specified activity rules and guidelines, monitoring performance and providing direction as required and supervise other staff whilst on duty in accordance to Health and Safety standards.

4. To assist the management team with any necessary administrative duties including promoting and marketing the centres activities and to attend meetings, seminars and relevant training to maintain the appropriate professional development records in accordance with the companies' business objectives and to carry out other duties that correspond to the general character of the post.

5. Be a flexible and proactive team member who inspires improvements and developments in people, performance and processes. To inspire a "best in class" approach in representing our brand internally and externally.

6. Live and breathe the vision and values of Active Tameside in a customer focused way to drive us to be the best that we can be. To lead by example and to be an active role model in delivering our policies and procedures.

Requirements:

Our recruitment process will include you demonstrating these requirements from your application form, interview and/or assessment(s):

Knowledge

Excellent knowledge of health and safety and its application to exercise programmes and group fitness situations

Level 2 fitness qualification / willingness to work towards achieving

First Aid certificate / if not qualified training will be provided

RLSS Pool Lifeguard / willingness to work towards achieving

Pool/Plant Operations Certificate / willingness to work towards

Understanding of Quality Assurance, Health and Safety policies and procedures in relation to leisure/sports facility operations and services

IOSHH certificate in managing safely

Experience

Supervising in facility operations or sport and physical activity

Managing staff and understanding people management skills

Experience of leisure facility operations, managing people and facility assets including elements of maintenance and quality assurance

Experience of effectively marketing services to stimulate demand to meet income targets

Experience of managing performance, including quality assurance and risk

Experience of undertaking general daily duties, minor repairs and basic equipment maintenance

Experience of cash handling/accounts

Skills

Ability to motivate, work well within a team and work independently, solution focussed, solve problems and make decisions

Commitment to on-going continuous professional development

Effective communication skills and the ability to manage, influence and communicate information to managers, colleagues and customers

Willingness to work flexibly when required

Confidence to approach, interact and engage with members of the public

Ability to showcase club to the highest standard to customers

Essential Criteria – in bold *Desirable Criteria – in italics*

ACTIVE TAMESIDE

our employee lifecycle



Hire me	Provide a job role that enables me to utilise my unique talents ensuring individuals are fit for purpose and success.
Develop me	I am supported by managers that will help me develop as an individual to be the best I can be.
Manage my performance	Provide an environment that promotes continuous learning and development. Managers and employees are clear on their mutual expectations and managers provide helpful and constructive feedback.
Engage and motivate me	I am able to participate in decisions that affect me and my team. And concerns I have are dealt with urgently with any issues dealt with sensitively and with emotional intelligence.
Thank me	My time and extra effort are recognised and appropriately rewarded. Leaders and managers show respect for my time.
Wish me farewell	My feedback is appreciated and may enable continued improvements in the workplace for others.