





LIVE BORDERS

Recruitment Pack

Supervisor







A MESSAGE FROM OUR CHIEF EXECUTIVE



THANK YOU FOR YOUR INTEREST IN JOINING LIVE BORDERS.

Live Borders plays a vital role in the life of the Scottish Borders. Every day, our teams support people to be active, creative, curious and connected, through active living, creativity, culture and heritage, learning and community services. The impact of this work is felt across our communities, and it matters deeply.

We are a values-led organisation with a strong sense of purpose, and we are also one that is evolving, responding to the changing needs of our communities, the challenges facing the public and third sectors, and the opportunities ahead of us. This is a moment to be ambitious, thoughtful and bold about how we deliver our services and how we engage with the people we serve.

Everyone who works at Live Borders plays a part in our success. We are looking for people who care about people and place, who bring ideas, enthusiasm and commitment, and who want to do work that makes a positive difference. Whether your role is frontline, operational, specialist or strategic, you will be supported to contribute, grow and do your best work.

At Live Borders, we value openness, inclusion and teamwork. We believe that empowered people deliver the best services, and we are committed to creating an environment where our teams can grow, develop and do their best work.

If you are motivated by purpose, excited by change and keen to be part of an organisation rooted in community and impact, I encourage you to consider joining us.

I look forward to welcoming you to Live Borders.

Catriona McAllister

Chief Executive
Live Borders

Registration No SC243577 | Registered Charity No SC034227

ABOUT LIVE BORDERS

We are a charity dedicated to improving lives across the Scottish Borders through culture, heritage, sport and lifelong learning. Working with communities and partners, we provide services that support health, wellbeing, creativity, learning and social connection. Our services include leisure centres, libraries, museums, heritage and visitor attractions, community facilities, archives and collections, and creative and performing arts programmes, many of which we deliver on behalf of Scottish Borders Council.

OUR VISION

A Scottish Borders where culture, heritage, sport and lifelong learning are woven into everyday life and are valued, used and championed by the communities they serve.

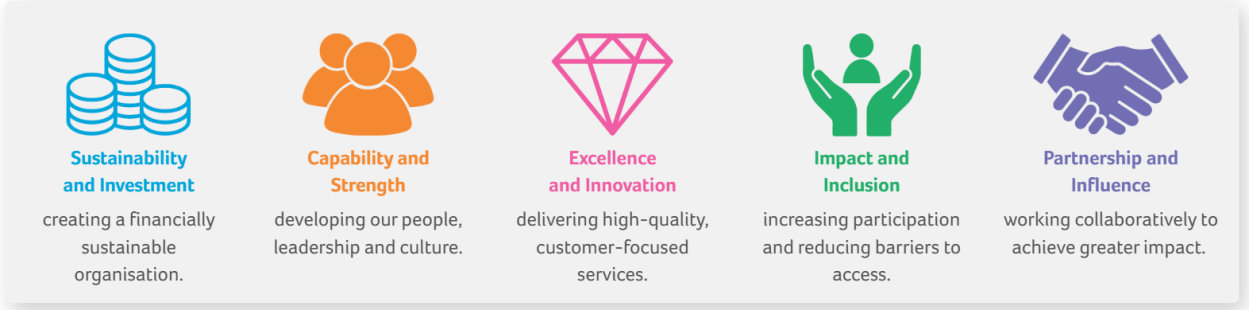
OUR PURPOSE

To improve health and wellbeing and widen access to culture, heritage, sport and lifelong learning, enabling people and communities to connect their past, empower their present and inspire their future in a thriving Scottish Borders.

OUR MISSION

To deliver high-quality, consistent cultural, heritage, sporting and lifelong learning services communities rely on, by building a stable, accountable organisation and strengthening our people, infrastructure and partnerships over the long term.

OUR STRATEGIC PRIORITIES



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THE ROLE

Job Title	Supervisor
Hour Of Work	37 hours per week
Salary	Grade 5 £14.37 - £15.09 (£27,723.75 - £29,104.73)
Holidays	30 days, plus 4 public holidays
Location	Galashiels Swimming Pool
Reports To	Operations Manager
Closing Date	Friday 13th November 2026

JOB PURPOSE

- To supervise staff to enable the smooth operation of the facility, as well as ensuring that areas across the facility are clean, safe and welcoming.
- To ensure the highest possible standards of Health & Safety and customer service within the Centre.
- To assume shift management responsibility for the centre to maximise utilisation of staff.

KEY RESPONSIBILITIES

To act as a member of the Supervisory Team on a shift rota system, during opening hours of the Centre.

To ensure all Health & Safety procedures and responsibilities are carried out at all times. And staff record all statutory checks on the appropriate H&S system

To act as a key holder for the Centre and be responsible for opening and closing of the building and be on a rota for emergency call-outs.

Responsible for shift operation in accordance with Normal Operating Procedures.

Ensure the shift runs efficiently and effectively.

Ensure all staff get appropriate breaks

Supporting the Operations Manager with the successful delivery of programming ensuring the health and safety of staff and customers, and delivering the highest standards of service.

To lead the team on a shift rota system with supervisor responsibilities for staff on shift.

To assist the Operations Manager in identifying training requirements and lead the provision of appropriate staff training and development, ensuring accurate training records are maintained.

Maximum levels of participation in all courses and activities. Monitoring cost effectiveness and highlighting and rectifying areas of low performance.

To assist with ordering, invoicing and stock management where required.

Cover absence that occurs at short notice, to ensure shifts are able to operate in accordance with NOP & EAP

To be responsible for cash handling and till system reconciliation.

To assist in the marketing and publicity of all activities.

To coach and teach as required and generally assist with the running of events.

Build and maintain good working relationships with colleagues within the organisation

Undertake Performance and development reviews regularly with direct reports

Ensure all staff are effectively onboarded and probation periods are effectively managed. Maintaining induction and probation records.

Comply with all Live Borders policies and procedures and ensure all staff adhere to policies on shift

Promote equal opportunities in service delivery and management of staff and volunteers.

OTHER INFORMATION

- Occasional evening or weekend working may be required by arrangement to support campaigns, events and content capture.
- The postholder may be required to work across Live Borders locations according to operational needs.

PACKAGES & BENEFITS

- **Pension:** Starts with a 5% company contribution into an Aviva scheme, increased to 10% after 2 years service. After 5 years service, you can join the Local Government Pension Scheme (current company contribution is 17%)
- Death in Service benefit of 3 times salary

- **Holidays:** Starts at 30 days of annual leave plus 4 public holidays (for Christmas and New Year). Increases with service up to a maximum of 35 days after 6 years' service.
- Free membership at our Gyms & Swimming Pools
- Free entry to our Attractions (e.g. The Great Tapestry of Scotland, The Jim Clark Motorsport Museum)
- **ASVA membership:** We are a corporate member which means staff can get free access to other member attractions, including Edinburgh Zoo and Historic Scotland sites.
- **Cycle scheme:** Saves the employee tax and NI contributions on the purchase of a new bike and accessories
- **Help@Hand:** Employee assistance programme which includes a variety of services including a 24 Hour advice and information line with support including:
    - Counselling and legal information
    - Financial Support
    - Remote GPs where employees can arrange a call back from a practising UK GP 24/7
    - Savings and discounts – access savings and rewards across a variety of big brands

HOW TO APPLY

If you would like more information or an informal chat about the role, please contact Manager Nicola Halfpenny, Operations Manager on Nhalfpenny@liveborders.org.uk

If you have a disability and require assistance completing your application form, please contact our People Team by email at R@liveborders.org.uk or by telephone on 01835 617049.

We look forward to receiving your completed application.

If you would like to apply for this post, head to https://liveborders.bamboohr.com/careers

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