



RECRUITMENT PACK

Supervisor

(Leisure Services)





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ABOUT LIVE BORDERS

Live Borders is a forward-looking charitable trust at the heart of the Scottish Borders, delivering active, creative, heritage, life-long learning and community services that make a real difference to people's lives.

We exist to help communities thrive - physically, creatively and socially. Every day, our teams support people to be active, curious and connected, whether that's through sport and fitness, libraries and learning, arts and heritage, museums, events or community programmes.

Since our establishment in 2016, Live Borders has brought together sport, leisure, culture and learning services into one organisation with a shared purpose: to improve wellbeing, reduce inequality and strengthen communities across one of Scotland's most distinctive regions.



A PLACE-BASED ORGANISATION DELIVERING SOCIAL IMPACT

The Scottish Borders is a unique place - rural, diverse and deeply connected to its communities. Live Borders reflects that. We deliver services across towns, villages and rural communities, reaching people of all ages and backgrounds.

Each year, we support more than a million visits to our sport and leisure facilities and hundreds of thousands of visits to our cultural venues and services. But our ambition goes beyond numbers. We want to ensure that what we offer is relevant, inclusive and responsive to the changing needs of the communities we serve.

We reinvest every penny we generate back into services and communities, ensuring public value and social impact sits at the heart of everything we do.

A TIME OF OPPORTUNITY AND CHANGE

Live Borders is on an exciting journey. With new leadership and a clear focus on impact, we are strengthening how we engage with communities, partners and stakeholders, and how we tell our story.

This is a place for people who want to make a difference - who are motivated by purpose, but also excited by change, improvement and innovation.



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



THE ROLE

Hours: Various Permanent Contracts Available

Location: Various Locations

Salary: Grade 5 £13.68 - £14.79
(£26,392.60 - £28,534.10)

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

| | |
|-------------------|--|
| Service Delivery | To act as a member of the Duty 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. |
| People Management | 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. |
| Quality | 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. |



KNOWLEDGE & EXPERIENCE

EDUCATION

| Essential | Assessed | Desirable | Assessed |
|---|----------|---|----------|
| Highers and/or equivalent experience | A/ I | First Aid Qualification | A/ I |
| National Pool Lifeguard Qualification | A/ I | Swimming Teaching Qualification or Gym Qualification (SVQ 2 or similar) | A/ I |
| Recognised Pool Plant Operator qualification or sound working knowledge of procedures | A/ I | | A/ I |
| IOSH Qualification | | Higher English or equivalent | A/ I |

EXPERIENCE

| Essential | Assessed | Desirable | Assessed |
|--|----------|--|----------|
| Demonstrable proficiency managing a team in the Leisure Industry. | A/ I/ R | Track record of success in customer service/leisure environment, including supervision of staff/service. | A/ I/ R |
| Strong communication skills with ability to effectively develop strong internal and external partnerships. | I | | |
| Ability to work largely unsupervised and use initiative. | I/ R | Knowledge of Live Borders processes and procedures | A/ I |
| Ability to solve problems and make decisions. | I/ R | | |



SKILLS AND KNOWLEDGE

| Essential | Assessed | Desirable | Assessed |
|--|----------|--|----------|
| Ability to influence both internally and externally. | I/ R | Knowledge of industry sector | I |
| Credible and confident communicator (verbal) at all levels. | I | Numerate with strong analytical and problem solving ability. | I/ T |
| Ability to organize, prioritise and meet deadlines. | I/ R | Credible and confident communicator (written) at all levels. | A |
| Ability to work collaboratively with others to provide a high quality of service | I | | |
| IT Literate – Microsoft Office, Gladstone (Leisure Management Systems) | I/ R | | |

KEY

App – Application; **Int** – Interview; **Ref** – Reference; **Test** – Test

OTHER DETAILS

- Undertake any other reasonable duties which may be requested by Live Borders
- Requirement to work out with normal hours (evenings/weekends): Occasional, by arrangement
- Full UK Driving Licence and access to vehicle essential.
- Live Borders offers a flexible working environment, with a hybrid approach.



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%)

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)

Death in Service benefit of 3 times salary

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.

Cyclescheme: 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



NEXT STEPS

If you would like more information or an informal chat about the role, please contact Greg Dalglish on galdgleish@liveborders.org.uk Colin Robinson on crobinson@liveborders.org.uk or Amanda Blacklock on ablacklock@liveborders.org.uk

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

Hours: Various Permanent Contracts Available

Location: Various Locations

Salary: Grade 5 £13.68 - £14.79
(£26,392.60 - £28,534.10)

Closing Date: 31st March 2026 at 9am

The selection process can include different forms of assessment along with a formal interview. You will be advised of this if your application is successful.

If you have a disability and need assistance in completing your application form, please contact our people team recruitment@liveborders.org.uk to discuss your needs.

We look forward to receiving your completed application.