Here for young people
Here for communities
Here for you

YMCA Fylde Coast

Centre Supervisor
20 hours per week - Part time

Job Reference – 859LYTH

Application Pack

Return date: Friday 16th October 2026 by 9:00am

YMCA Fylde Coast

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A WELCOME TO APPLICANTS

Thank you for your interest in working for the YMCA. If you are an internal applicant, you will already be familiar with the distinctive nature of the YMCA and its work. External applicants may not be aware that YMCAs are Christian charities belonging to a national and international Movement. The YMCA offers opportunities to young people and their communities to develop in mind, body and spirit and so help to fulfil their potential. It aims to reflect this holistic approach in the way it recognises the value of each individual staff member and enables them to make their unique contribution to the organisation's mission.

In England, the YMCA comprises some 160 different Associations found in most cities and towns, each of which operates as a separately registered charity. These YMCAs are often working with people at times of greatest need. Worldwide, the Movement has over 30 million members in some 125 countries. The evolution of each YMCA is influenced by local factors; but generally, YMCAs is aim to:

- Facilitate personal, social and spiritual development – through life and job skills training and a wide range of other opportunities for personal growth and challenge.
- Build relationships and provide programmes that support young people's transition to adulthood.
- Develop communities through the provision of supported housing, community activities and sport, exercise and fitness programmes for all ages.
- Share ideas and resources across the world as part of an international YMCA network.

The YMCA values diversity and welcomes applications from across all of the community. Diversity is reflected strongly among those who participate in YMCA activities and use its facilities. Our housing residents, for instance, come from many nations and backgrounds; the YMCA provides accommodation and training facilities for both men and women; our health and fitness suites have been successful in offering customised programmes for people with disabilities; and the range of activities involves people of all ages. We are also committed to ensuring that diversity is reflected strongly within our Board of Management, volunteer and employee structures. This includes a commitment to keep our practices under review, leading to action where necessary, in order to attract new people from all sections of the community.

Inclusiveness is fundamental to the ethos of the YMCA; and it is expressed in a wholehearted commitment to welcome people of other faiths and those of none, linked to a confident identity as a Christian faith-based Movement.

Thank you again for your interest in working for the YMCA. We look forward to receiving your application.

YMCA Fylde Coast Vision and Values

Our VISION

A community where all young people can thrive.

Our MISSION

To provide young people with the relationships and networks they need to be healthy in mind, body, and spirit. YMCA believes in fairness and opportunity. There are essential building blocks for a full rewarding life; a safe home; acceptance; guidance; friendship; physical and mental health; academic support; employment skills; and access to real opportunities.

Many young people have never known things; other people have lost one or more as they grew up, but we all need them. All of us. At YMCA, we provide these critical foundations for a fresh, strong start for young people and a better quality of life in the community.

It is this belief that underpins our Vision.

Our VALUES

Our values will underpin the way we act, our behaviours and how we interact with each other. They provide the framework for all that we do, every day.

- RESPECT
  We act respectfully, giving all those that we interact with due attention and courtesy, whilst understanding differences in both beliefs and opinions.

- TRUST
  We show trust in our people, expecting that integrity is a founding principle that underpins our actions. We encourage people to admit mistakes and trust each other to find solutions.

- INCLUSIVITY
  We believe that everyone should be afforded to same opportunity, regardless of faith, gender, age, race, sexuality or disability.

- SERVICE
  We exist to serve young people and our communities. We are committed to the positive benefit of participation, locally and in the wider world.

- COMPASSION
  We will recognise that everyone, at any given point in time, is subject to circumstances, either positive or negative, and we will show empathy towards each other.

YMCA Fylde Coast

JOB DESCRIPTION

Job Title: Centre Operative
Section: Physical Activity
Department: Lytham Leisure
Responsible to: Centre Supervisor

Organisation Context:
The Association is a community impact charitable company with Christian Values at its heart, providing Housing, Leisure, Healthy Lifestyles, Outdoor Education and Young People Services

Job Purpose:
To provide high-quality hygiene and cleanliness all areas of the building with the key aim to maintaining excellent standards and an orderly condition. To work unsupervised.

Key Areas of Delivery:

1. Maintain a high profile `shop floor` presence and a high level of interaction with fellow staff and customers.
2. To assist on Reception as required and/or carry out duties of other members of staff as necessary, e.g. cover for breaks, holiday, sickness etc.
3. To ensure compliance with the Health and Safety at Work Act, and Fylde Coast YMCA's Health and Safety procedures.
4. To be responsible at all times for security of the building and its contents.
5. To identify and report maintenance requirements for equipment or premises to the Assistant Manager.
6. To ensure the prompt preparation of all activity areas including the safe setting up, dismantling and storage of the equipment.
7. To ensure a consistently high standard of cleanliness and site presentation including the surrounding outside areas. Following all Covid 19 Cleaning Protocol.
8. To carry out any general administrative duties that may be required.
9. To check and sign for the delivery of goods/completion of services if required.
10. To ensure any accidents to staff or customers are correctly recorded and appropriate First Aid administered by qualified staff on duty.
11. To report any serious incidents correctly and notify the appropriate persons immediately.
12. To Maintain cleanliness and tidiness of all rooms, furniture and equipment.
13. To be responsible for delivering all Cash Handling procedures, till floats and adequate change provision, and if necessary assist with the cashing up/reconciliation of the Centres tills.
14. To have clear communication skills to liaise with other members of staff and the general public
15. To actively promote equality and diversity
16. To work within the ethos of the Fylde Coast YMCA
17. To assist with Customer Gym Inductions if qualified to do so.

Special Requirements and Environmental Factors

1. To enhance the Customer Experience throughout their journey with the YMCA.
2. To champion the delivery of the YMCA Customer Service and Sales standards.
3. To lead the continuous improvement of high quality, robust customer service systems.
4. To lead the delivery of all YMCA Customer Service and Sales processes through training and mentoring of staff to the highest standards.
5. Respond quickly and efficiently to any complaints from customers or staff and feedback any key issues to the Assistant Manager and the management team.
6. To assist customers with any enquiries and conduct tours of the Centre when necessary.
7. To participate in and lead on customer consultations, forums or focus groups and carry out customer surveys/questionnaires and provide feedback as required.

Communication

1. To attend training sessions as required.
2. To maintain all qualifications relevant to the post.
3. To assist with any aspect of the Centre's Operation as required.

Health & Safety

As a member of staff, you are responsible for the safety and welfare of any staff under your direct control, and you must therefore have knowledge of the Company's Health & Safety Policy and relevant instructions to your area of work. Any matter which you consider requires attention in this respect is your responsibility to report following the correct procedures, or to the Health and Safety Manager. Copies of the current Health & Safety Policy and Safety Procedures are available in the Centre.

NB. The above job description is not an exhaustive list of duties. The postholder will be expected to perform various tasks as necessitated by the evolution of the role within the organisation and growth of the overall YMCA Fylde Coast strategy and business goals. The main duties of the post may be reviewed with regards to experience and developments within the organisation; any review will be undertaken in conjunction with the post holder

I have received and understood this job description.

Employee Name: _____ Signature: _____

Manager's Name: _____ Signature: _____

Date: _____

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PERSON SPECIFICATION

Assessment Methods: A – Application, I – Interview, X – Interview Presentation/Exercise, V – Documentary Verification, R – References

Personal Attributes	**Essential (E) or Desirable (D)**	**Method of Assessment**
Essential Skills/Experience/Knowledge		
Commitment to team-working and respect and consideration for the skills of others.	**E**	**A, I**
Excellent communication skills when dealing with the public and the staff team.	**E**	**A, I**
Ability to react calmly and effectively in emergency situations.	**E**	**I**
Ability to prepare routine administrative paperwork	**E**	**I**
Ability to follow and to hand out routine verbal and written instructions.	**E**	**A, I**
Knowledge of customer service standards and procedures.	**E**	**A, I**
You should be able to work weekends and weekday morning and afternoon shifts.	**E**	**I**
Desirable Skills/Experience/Knowledge		
Qualified First Aider	**D**	**A,**
Previous work In as leisure Facility	**D**	**A, I**
Other		
To actively promote and show commitment to equality and diversity.	**E**	**A**
Understand the need for confidentiality.	**E**	**A**
Previous supervisory experience	**D**	**A**

TERMS & CONDITIONS

RATE: Meets minimum wage requirements
£12.71 per hour 21+ years of age
£12.12 per hour 16-20 years of age

CONTRACT TYPE: Full-Time

HOURS OF WORK:
A Full-Time required working week of 37.5 hours per week (flexible working pattern). This 37.5 hours per week will involve evening and weekend work. A time off in lieu (T.O.I.L) system is in operation as per the policy and must be agreed with your line manager.

PAID LEAVE ENTITLEMENT:
4 weeks (pro rata) paid leave is allowed for the first completed 5 financial years. After this period a further one week is allowed after the fifth completed financial year. Additional paid leave is granted for statutory Bank Holidays.

SICK PAY:
Absence due to genuine sickness is payable in accordance with the Association's arrangements. Two weeks (pro rata) Company sick pay is standard within YMCAFC.

DBS Checks:
If the post requires a DBS check as a requirement of the role the post will be offered subject to satisfactory DBS clearance

TRAVEL:
A travel allowance of 45pence per mile is payable.

PENSION:
To comply with the new law regarding Pension Automatic Enrolment, depending on your circumstances, you will be automatically enrolled into our qualifying pension scheme, provided by NEST Pensions. You will be able to opt-out of the scheme if you wish, but if you remain a member, you will be saving towards your retirement.

If you do not meet the criteria to be automatically enrolled, you will have the option to join the scheme if you wish.

Further information on the pension scheme can be obtained by contacting the HR Department.

NOTICE
As per contract of employment

CONDITIONS:
The post is subject to a probationary period of 6 months.

DISIPLINARY & GRIEVANCE:
The Association's standard disciplinary and grievance procedures apply to this post.

TRAINING:
The Association is committed to the training of all employees as and when necessary. During your employment you are entitled to take part in various training courses which we may provide from time to time in-house and online. Any courses you are required to complete will be essential your role and will be provided to you within two months of the start date of your employment.

EQUALITY & DIVERSITY
The post holder must be aware of equality and diversity principles and comply with the YMCAFC's equality and diversity procedures.

HEALTH & SAFETY
All staff are responsible for the implementation of the health and safety procedures so far as it affects them, their colleagues and others who may be affected by their work. The post holder is also expected to monitor the effectiveness of health and safety arrangements relating to their work to ensure appropriate improvements are made when necessary.

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Selection & Interview Arrangements

Interview Panel:	To be confirmed
Closing Date:	**Friday 16th October 2026** by 9:00am
Short listing:	To be confirmed
Notification of shortlist (Successful candidates only):	To be confirmed
Interview Date and Process:	To be confirmed
Panel Decision and Notification:	To be confirmed

How to Apply

To apply for this role, please submit a completed application form by visiting our website below

https://www.ymca-fyldecoast.org/about-ymca-fylde-coast/careers-at-ymca-fylde-coast/

When applying for this role, please quote job reference number – 859LYTH

The closing date for this role is by 9:00am on Friday 16th October 2026; please note any applications received after this date and time will not be considered.

All referee requests will be treated with the strictest confidence, and no referee will be approached without obtaining your prior consent. You are also invited to complete and return the Equal Opportunities Form for monitoring purposes.

The Equal Opportunities Form allows YMCA Fylde Coast to follow the recommendations of the Equal Opportunities Commission, the Commission for Racial Equality and the Disability Rights Commission, that we as an employer should monitor the selection process to ensure equality of opportunity is being offered and being achieved. This form will not form part of your application and will be treated as confidential

Thank you for your time and we look forward to receiving your application.

GUIDELINES FOR APPLICATION FOR EMPLOYMENT

The following notes are designed to assist you in completing the application form, to provide information about the reason for asking certain questions, and to tell you what will be required from you if your application is successful.

NOTES ON COMPLETING THE APPLICATION FORM

Section 1 JOB DETAILS
Location Insert the name of the place where the job is based

Section 2 PERSONAL DETAILS

Driving License Tick as appropriate.
Please refer to the job specification to determine the requirement for a driving license for the position for which you are applying.

Section 3 RELIGIOUS BELIEFS

The YMCA is a Christian organisation. Each part of the YMCA exists to fulfill the Christian aims and purposes of the YMCA Movement in its own way. However, the YMCA also welcomes those of other faiths and those of none.

In order to promote the Christian ethos of the YMCA, it is important that **certain** posts are filled by committed Christians. If the advertisement / job details, for the position for which you are applying, states that you are required to have a personal commitment to the Christian faith, then the information which you supply in this section will be taken into account in the selection process.

If this is not the case, whilst you will be required to respect the Christian ethos of the YMCA and uphold its values in your work, you are **not required** to complete this section on Religious Beliefs. The values to be upheld include: being inclusive and welcoming to people of all religious faiths and none; promoting respect and freedom for all; working for tolerance and understanding; having an active care and concern for the community; and affirming the equal value of each person when caring for and working with others.

Section 4 EDUCATION, TRAINING & DEVELOPMENT

Please detail information, which is relevant to your application. It is not necessary to list schools/colleges attended.

NOTES ON THE EQUAL OPPORTUNITY POLICY - MONITORING FORM

The YMCA is an Equal Opportunity Employer. To help us monitor our policy, we would be grateful if you would complete the details on this monitoring form. The information you give on this form does **not** form part of the selection procedure. The form is separated from the application form and is only used to help us monitor effectively.

DATA PROTECTION

Personal data obtained from applicants during recruitment process will be held securely by the YMCA identified in the job advertisement. Information provided will be used solely for the purposes of selection for the post advertised, unless express permission for additional use is sought from the applicant [e.g. if the applicants might be considered for other vacancies]. Other than for the successful applicant, no personal data provided in the course of the application other than that stored and processed as part of the YMCA's monitoring of equal opportunities will be retained beyond four months from the date from which applicants are informed of the outcome of their application

ADDITIONAL INFORMATION - DECLARATION OF CRIMINAL BACKGROUND INFORMATION

The Rehabilitation of Offenders Act 1974 sets out to help people who have been convicted of a criminal offence and have not been convicted again in a specified period. This period is known as a rehabilitation period. Once a rehabilitation period has expired and no further offending has taken place, a conviction is considered to be 'spent'. Once a conviction is spent, the convicted person does not have to reveal it or admit its existence in most circumstances.

The Rehabilitation of Offenders Act 1974 [Exceptions Order] gives some **exemptions** from the Act, whereby details of 'spent' convictions have to be declared. One of these exemptions is working with children, young people* and/or vulnerable adults. When recruiting people to work in such positions of trust an employer is entitled to ask for details of all convictions, spent and 'unspent'.

If you are invited to interview you will be required to complete and bring with you a 'Declaration of Criminal Background Information' form. This form will be sent to you with the interview invitation and will require you to give details of any unspent convictions.

If the post for which you are applying involves working with children, young people* and/or vulnerable adults, you will ALSO be required to give all details of any criminal record including 'spent' and 'unspent' convictions. Your application pack includes 'Additional Guidelines for Applicants for Positions which involve Working with Children, Young People* and/or Vulnerable Adults'.

The information provided will only be seen by the interview panel if we consider offering you employment. Declaration of a conviction will not necessarily mean disqualification from appointment. Criminal records will be taken into account only when they are relevant to the post for which you are applying.

IF YOU ARE INTERESTED IN APPLYING, PLEASE RETURN THE APPLICATION FORM AND MONITORING FORM

- by the closing date shown in the advertisement or in the accompanying letter
- to the address as stated in the accompanying letter.

Following shortlisting you will be notified of the outcome of your application.

IF YOU ARE SHORTLISTED YOU WILL BE INVITED FOR INTERVIEW

You should bring with you a completed 'Declaration of Criminal Background Information' form.

If the post for which you are applying involves working with children, young people* and/or vulnerable adults, your application pack includes 'Additional Guidelines for Applicants for Positions which involve Working with Children, Young People* and/or Vulnerable Adults'. Please follow the instructions in these guidelines.

IF YOU ARE MADE AN OFFER OF EMPLOYMENT WITH THE YMCA

you will be required to:

- consent to references being taken up
- complete a medical questionnaire and if necessary undergo a medical examination
- demonstrate, by producing approved documentation, that you are entitled to work in the UK.

This is because, as an employer, we will be committing a criminal offence if we employ a person who is not entitled to work in the UK. We will advise you on which documents are approved documentation.

If the post for which you are applying involves working with children, young people* and/or vulnerable adults, you will be required to apply for a higher-level Disclosure. Please refer to the 'Additional Guidelines for Applicants for Positions which involve Working with Children, Young People* and/or Vulnerable Adults included in this application pack. *Young people are those under 18 years of age.

YMCA FYLDE COAST POLICY STATEMENT ON THE RECRUITMENT OF EX-OFFENDERS

We actively promote equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a wide range of candidates.

The YMCA undertakes not to discriminate unfairly against any applicant on the basis of a criminal record or other information revealed. Criminal records and other information will be taken into account for recruitment purposes only when they are relevant. We select all candidates for interview based on their skills, qualifications and experience.

We ask all applicants called for interview to provide details of their criminal record. Depending on the nature of the position applied for, the YMCA may request details of your entire criminal record or only of 'unspent' convictions as defined in the Rehabilitation of Offenders Act 1974.

We request that this information is sent under separate, confidential cover to a designated person within the YMCA and we guarantee that this information is only seen by those who need to see it as part of the recruitment process. We would point out that, for the successful candidate, this information will be verified by requesting a Disclosure statement* from the Disclosure and Barring Service (DBS) before the appointment is confirmed.

Failure to reveal information that is relevant to the position sought could lead to withdrawal of an offer of employment or subsequent dismissal.

We ensure that all those in the YMCA who are involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences. We also ensure that they have received appropriate guidance and training in the relevant legislation relating to the employment of ex offenders e.g., the Rehabilitation of Offenders Act 1974.

At interview, or in a separate discussion, we ensure that an open and measured discussion takes place on the subject of any offences or other matters that might be relevant to the position.

For those positions where a Disclosure* is required, application forms and guide notes will contain a statement that a Disclosure will be requested in the event of the candidate being made a conditional offer of employment. We undertake to discuss any matter revealed in a Disclosure with the person seeking the position before withdrawing a conditional offer of employment.

Having a criminal record will not necessarily bar you from working with us. This will depend on the nature of the position and the circumstances and background of any offences. However, we should make it clear that as the nature of the YMCA's work brings its workers into contact with children, young people** and/or vulnerable adults a criminal record or other information which makes the application unacceptable for a position of trust will render the applicant unsuitable.

As an organisation using the Disclosure and Barring Service [DBS] to assess applicants' suitability for positions of trust, this policy complies with the CRB Code of Practice.

** Applicants for certain positions who are made a conditional offer of employment will be subject to a criminal record check – known as Disclosure - from the Disclosure and Barring Service (DBA) before the appointment is confirmed This will include details of cautions, reprimands or final warnings, as well as convictions.** young people are those under 18 years of age*

ADDITIONAL GUIDELINES FOR APPLICANTS FOR POSITIONS WHICH INVOLVE WORKING WITH CHILDREN, YOUNG PEOPLE* AND/OR VULNERABLE ADULTS

The post for which you are applying will bring you into direct contact with children, young people* and/or vulnerable adults. During our recruitment procedure we take steps to assess an applicant's suitability for such a position of trust. It is important that you understand the nature of the checks that we will make and when we will make them.

The Rehabilitation of Offenders Act 1974 sets out to help people who have been convicted of a criminal offence and have not been convicted again in a specified period. This period is known as a rehabilitation period. Once a rehabilitation period has expired and no further offending has taken place, a conviction is considered to be 'spent'. Once a conviction is spent, the convicted person does not have to reveal it or admit its existence in most circumstances.

The Rehabilitation of Offenders Act 1974 [Exceptions Order] gives some **exemptions** from the Act, whereby details of 'spent' convictions have to be declared. One of these exemptions is working with children, young people* and/or vulnerable adults. When recruiting people to work in such positions of trust an employer is entitled to ask for details of all convictions, spent and 'unspent'.

If we ask you to come for an interview please bring the following with you

- **a completed Declaration of Criminal Background Form**

this form will be enclosed with the letter inviting you to interview. It asks for details of spent and unspent convictions, cautions, reprimands and final warnings. You should complete the form and place it in an envelope marked 'Private and Confidential', addressed to the Interview Panel. Your name should be clearly stated on the front.

- **proof of identity**

we require one form of photographic identification [e.g. a passport or new form of driving license] and two addressed items such as a recent utility bill, recent bank statement, current Council Tax bill. If this is a problem please contact us.

The information relating to criminal convictions will only be seen by the interview panel if we are considering offering you employment. If you wish to discuss the information that you have given, please mention this to an interviewer. Having made its selection, the panel may wish to discuss any information given with you. Having a conviction will not necessarily bar you from consideration for the post. Criminal records will be taken into account only when they are relevant to the position for which you are applying. Our policy on the recruitment of ex offenders is given overleaf.

If you are made a conditional offer you must apply for a higher level Disclosure statement from the Disclosure service. We will tell you how to go about this.

The Disclosure service offers organisations a means to check the background of job applicants to ensure that they do not have a history that would make them unsuitable for the post. Disclosure statements are provided by the Disclosure and Barring Service (DBS), an executive agency of the Home Office. Higher level disclosure statements provide details of a person's criminal record including convictions, cautions, reprimands and warnings; they also contain details from lists held by Government departments of those considered unsuitable for this type of work. Organisations using the Disclosure system must comply with a Code of Practice, a copy of which is available on request. If you require further information about Disclosure you can visit the website www.disclosure.gov.uk

*young people are those under 18 years of age

DECLARATION OF CRIMINAL BACKGROUND INFORMATION

Please complete this form if you are attending for interview. It should be placed in an envelope marked Private and Confidential, addressed to the Interview Panel with your name clearly stated on the front and brought to the interview.

Please read the guidelines for Application for Employment before completing this form.

The information you provide will remain confidential

Name .....

Post applied for .....

Please give details, including date, offence and, where appropriate, sentence of any unspent criminal convictions below.

If none, please write 'NONE'.

Signed ..... Date .....

If you wish to discuss the information you have given above at your interview, please ensure that you mention this to the interviewer.

DECLARATION OF CRIMINAL BACKGROUND INFORMATION

You must complete this form if you

- *are applying for a YMCA post which will bring you into contact with children, young people and/or vulnerable adults*

AND

- *are attending for interview.*

Please read the guidelines for 'Additional Guidelines for Applicants for Posts which involve Working with Children, Young People and/or Vulnerable Adults' before completing this form.

The completed form should be placed in an envelope marked Private and Confidential, addressed to the Interview Panel with your name clearly stated on the front and brought with you to the interview together with forms of official identification. Ideally, we require one form of photographic evidence [e.g. a passport or the new form of driving license] and two addressed items such as a recent utility bill, recent bank statement or current Council Tax bill. If you have difficulty in providing such means of identification, please contact us for further guidance.

The information you provide will remain confidential

Name .....

Post applied for .....
Please give details, including date, offence and where appropriate sentence of **all** criminal convictions, cautions, reprimands and final warnings [spent and unspent] below

If none, please write 'NONE'.

I have read the ***'Additional Guidelines for Applicants for Applicants for Posts which involve Working with Children, Young People and/or Vulnerable Adults'*** and understand that if my application is successful, I will apply for a higher level Disclosure.

Signed ..... Date .....

If you wish to discuss the information you have given above at your interview, please ensure that you mention this to the interviewer.

YMCA Fylde Coast

For more information about our work and team please visit our website

YMCA | Here for young people
Here for communities
Here for you

YMCA enables people to develop their full potential in mind, body and spirit.
Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.

FAMILY & YOUTH WORK | HEALTH & WELLBEING | HOUSING | TRAINING & EDUCATION | SUPPORT & ADVICE