

Job description

Job title: Duty Manager *(please note that this job title may differ depending upon which Sports Centre the post holder is based at)*

Grade: 8

Job evaluation reference: HF701

Job family: Hospitality and Facilities

Purpose and impact

1. This role is one of three duty manager roles that have operational management responsibility for either the Wet side Operations, Dry side Operations including Events, or Gym and Fitness Programmes. The role is required to encourage community participation whilst maximising the Sports Centre assets and ensure the efficient and effective operation of the Sports Centre.

Key responsibilities

2. Maximise use and profitability of the Centre by developing programmes to support the development of community health and wellbeing and provide value for money.
3. Introduce new activities/special events to complement the existing programme, evaluate demand for events and activities and identify initiatives that help to increase levels of participation and income generation
4. Set up and deliver an extensive holiday activities programme.
5. Lead, motivate and manage an allocated team of staff to ensure they perform successfully, both individually and collectively, to achieve the team and Service objectives. The post holder will undertake all the appraisals of direct reports and ensure all appraisals of the team are completed to define training and development needs.
6. Act as designated duty manager on a shift rota basis including:
 - Staff Management.
 - To ensure that sufficient cover is maintained in all areas during busy periods, providing cover where required.
 - Managing the daily programme of activities/events.
 - Providing good customer service and acting on feedback.
 - Ensuring the security of and proper protection and use of Centre facilities, including the opening or closing of the Centre.
 - Maintaining required levels of health and safety and cleanliness for both staff and customers of the Centre.
 - Ensuring the satisfactory operation of plant and filtration systems.
 - Rigging and de-rigging of equipment when required.
 - Lifeguard cover when required.
 - To work on a shift rota basis.
7. To produce good quality data, which is reliable, accurate, complete, and timely. Ensure all data and information is securely stored and confidentiality is maintained where applicable.
8. Always observe equality and diversity practices and procedures and promote equal opportunities.
9. Maintain and promote awareness of Council policies and practices regarding the safeguarding of children, young people and/ or adults who may be at risk. Report



- concerns/allegations in accordance with corporate guidance and procedures.
10. To discharge such other reasonable duties appropriate to the appointment and grading of the post as may be assigned from time to time by the Sports Centre Manager, including work in connection with the Council's emergency planning function.
 11. The post is subject to an Enhanced DBS check.

NB: The duties and responsibilities of this post are not restrictive, and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

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Supervision and management

12. Reporting to: Operations Manager
13. Responsibility for: Line management responsibility for an allocated team of staff

Our values

Our values act as guiding principles, defining what we believe is important in the ways we work together. Our values are Respect, Together, Accountability, Openness and Curiosity. You will need to be able to demonstrate these values in action through the way you work, regardless of your role within the organisation. Information about our values can be found on our website.



Person specification

Your application will be assessed based on your demonstration of how you fulfil the following criteria: you should include clear examples of how you meet these criteria within your application form and during the assessment process.

Essential

Essential criteria are the minimum requirement for the above post and will be assessed through a combination of your application form, assessment, interview and references (as specified below). We will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations Required by law or essential to the performance of the role or both	Assessed through:
1. NVQ Level 3 or above qualification	Application form
2. National Pool Lifeguard Qualification or the ability to gain the qualification	Application form
3. 4-day First Aid at Work Qualification or the ability to gain the qualification	Application form
4. Pool Plant Operator's Certificate or the ability to gain the qualification	Application form
5. GCSE in Maths and English (or equivalent)	Application form
Experience	
6. Substantial experience of managing the day to day operation of a wet and/or dry leisure facility	Application form
7. Previous experience of managing teams and possess strong leadership skills	Application form
8. Experience of dealing with financial matters linked to the running of a leisure centre	Application form
Knowledge	
9. Good basic understanding of health and safety principles involved in running a busy leisure centre	Application form Interview Assessment
10. Understanding of continuous improvement in a relevant environment	Application form Interview Assessment
11. Good understanding of Safeguarding	Application form Interview Assessment
Skills and abilities	
12. Highly organised and customer focused	Interview Assessment
13. Highly motivated, enthusiastic and flexible	Interview Assessment
14. Skilled in communication with customers and employees	Interview Assessment
15. Customer focussed with the ability to remain calm under pressure	Interview Assessment



Our values	
16. Respect	Interview Assessment
17. Together	Interview Assessment
18. Accountability	Interview Assessment
19. Openness	Interview Assessment
20. Curiosity	Interview Assessment
Other	
21. Able to work a shift pattern that will include evenings, weekends and bank holidays.	Application form
22. Committed to the provision of quality service delivery	Application form
23. Enhanced DBS Check	Application form

Desirable

Desirable criteria will be used in the event of multiple applicants meeting the minimum essential requirements and if applicable, will be assessed through a combination of your application form, assessment, interview and references (as specified below). If you meet the desirable criteria, we will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations	Assessed through:
24. Coaching Qualification	Application form
25. A relevant leisure qualification	Application form
26. Higher level qualification in a Sports related discipline	Application form
Experience	
27. Experience of delivering special events/leagues	Application form
28. Experience of marketing/PR	Application form
Knowledge	
29. Knowledge of leisure specific IT software	Application form Interview Assessment
30. Knowledge and understanding of leisure/sports trends, and funding streams/opportunities	Application form Interview Assessment

Approval

Manager's job title: Sports Centre Manager

Date: August 2021

