

JOB DESCRIPTION

Job Title: Duty Manager

Reports to: Senior Duty Manager/Assistant General Manager/Deputy General Manager

Job Purpose:

- To be responsible for the day to day operational running of the facilities including the line management of Activity Leaders and Casual Activity Leaders/Assistants.
- To maintain high standards of cleanliness and visual presentation of the Centre in accordance with 1610 standards.
- To maintain safe working practices to ensure the health, safety and welfare of all customers, staff and visitors during a shift through compliance with the Centre's Normal Operating Procedures (NOP) and Emergency Action Plan (EAP) as required.
- On-going commitment to deliver the highest standards of customer excellence responding positively to queries, comments and complaints from customers
- To assist the Deputy General Manager/Assistant General Manager by holding small budgets for specific areas as decided and identified by the post holders line manager.
- Responsible for a key area of business as decided and identified by the post holders line manager.

Main Responsibilities and Duties:

- Deploy staff to ensure adequate shift staffing levels. Assists the Deputy General Manager/Assistant General Manager in the recruitment and selection of staff. Responsible for the supervision of staff within the centre – in terms of its day-to-day operation, ensuring sufficient cover for front of house, lifeguarding and cleaning.
- To ensure that customer satisfaction is met through implementing the daily standards required within the Trust and benchmarking practice against national guidance such as, but not limited to, CIMPSA (Chartered Institute for the Management of Sports and Activity).
- Actively walks the centre, engaging with customers and users and drives personalisation.
- Is the first responder to customer service issues. Responds to customers' feedback received, this could be via email, NPS, phone or in person. Ensures that comments are recorded, shared with managers and are responded to.
- Actively promotes the use of the Leisure Centre within the local community e.g. through promotional events and activities. Develop marketing strategies collaboratively for the centre as with colleagues as well as for post holders area of business.

- Actively use social media as a marketing tool to aid retention and drive participation.
- Maintains relevant legislative requirements such as Health and Safety, e.g. SENDA/Disability Discrimination Act regulations/Control of Substances Hazardous to Health/Risk assessments.
- Carries out regular monitoring to ensure all activity areas are fit for purpose and maintained to appropriate standards for the facility e.g. swimming pool water management standards. Ensures equipment is correctly installed and calibrated, used, operated in accordance with the Trust's procedures.
- Responsible for implementing and maintaining current Trust procedures, policies and systems of work as they apply in each centre and recommending revisions to these, in the light of local changes and needs, through the line management route. Has responsibility in exceptional circumstances to vary particular processes to meet immediate or specific day-to-day customer needs.
- Carries out line management responsibilities as required by the Trust, ensuring regular information, communication, team meetings, reviews and Job Chats are carried out to the highest standards.
- Monitors performance of the staff team and ensures that income, key performance indicators and other targets (e.g. for inclusion) are met or exceeded. Develops management and communication styles that are appropriate for different staff and levels of responsibility. Works with Senior Duty Manager and General Manager/Assistant General Manager to manage underperformance.
- Maintains financial monitoring processes and controls within a delegated budget e.g. equipment, controlling stock of consumables and other delegated areas of responsibility. Follows the Trust's financial procedures and ensure probity at all times
- Checks machinery for correct calibration and operation of centre equipment and use in accordance with the Service's procedures. Puts out and puts away equipment for use and post usage ensuring access and egress is safe for customers and visitors. Tests equipment for fitness purpose, e.g. for assembly and installation.
- Responsible for the training and coaching of staff in Normal Operating Procedures (NOP) and the Emergency Action Plan (EAP) to undertake emergency aid/evacuation procedures etc.
- Perform administrative tasks required e.g. record keeping, daily checklist report, defect log, accident/incident report etc.
- Supervises the inputting and inputs data within the Trust's management data system.
- Complies with the requirements of the General Data Protection Regulations 2018 i.e. it is the responsibility of individual staff members to protect data and to take all reasonable steps to ensure all data is kept securely.
- Attends staff meetings and actively take part in any relevant staff development programmes and reviews/job chats.
- Complies with the 1610's policies and procedures including Quality Assurance, Health and Safety Legislation, Safeguarding Children and Vulnerable Adults and those covering all aspects of Equality and Diversity.

- Carries out any other duties as may be required by line manager commensurate with the post.

Equality and Diversity

We love people from all walks of life - and all runs, jumps and swims of life, too. Every body is different, and so is every day, because every day at 1610 all kinds of people try new things and set new goals. That means that all our colleagues must show inclusive behaviours, practices and attitudes at all times so that every potential customer feels welcomed, valued and able to make use of all our programmes and facilities.

All our colleagues will support the social, emotional, physical and well-being of each customer's activity every time they visit.

Person Specification

Essential

- Experience as a supervisor/manager, ideally within a leisure or sports related environment
- Experienced with MS Office or equivalent
- First Aid at work
- National Pool Lifeguard Qualification (for pool sites only)
- Pool Plant Operators qualification (for pool sites only)
- Knowledge of Health & Safety at work
- Excellent communication skills and customer care/interface
- High levels of self motivation, ability to prioritise workload, meet targets and deadlines and, as necessary and when appropriate know when to seek advice.
- Flexibility to work early mornings, evenings, weekends, or irregular hours, as necessary is expected.
- Embrace and demonstrate the 1610 values of:
 - Showing diversity
 - Inspiring others
 - Going the extra mile
 - Bringing ideas to life

Desirable

- NVQ 2 Leisure Operations; NVQ in Customer Service; Sports Leader Award
- NPLQ Trainer Assessor Qualification
- Health and Safety qualification
- Sales experience, preferably in a leisure environment (covering sales & retention)
- REPs Level 2 Fitness Instructor
- Swim England Level 2 Swimming Teacher
- Experience of working in a pool plant setting (one year) - (for pool sites only)
- General business awareness