


Profile Title:	Duty Manager	
Responsible To:	Leisure Centre Manager	
Responsible For:	All Site Staff	
Post Reference:		

Vision and Values

“Inspiring people to live active healthy lives”

- *We are always improving*
 - *We care*
- *We make a positive difference*
- *We are customer focused*
 - *We are one team*

Purpose of Post:

The Duty Manager will be responsible for the day-to-day operation of the facility to which they are assigned.

The Duty Manager should provide effective supervision of staff and resources within the centre, which should be completed in accordance with service delivery prescribed standards.

Responsibilities:

- Day-to-day responsibility for providing effective leadership and support of staff to ensure productivity and efficiency in the operation of the site, including adherence to and development of our internal systems and procedures.
- Ensuring all emergencies/incidents that may occur are dealt with accordingly.
- Maintaining the security of the building and undertaking opening and closing duties.
- Under direction of the Leisure Centre Manager to play a key role in the attainment and maintenance of prescribed quality and safety awards.
- Ensuring that all plant, machinery and equipment is regularly checked and is fit for purpose, and that accurate records are kept and effective plans are made to address corrective actions.
- Effectively overseeing that standards are consistently maintained and that inspections are taking place by auditing, monitoring and taking any corrective action.
- Having responsibility for the ordering of requisite stocks of materials or equipment as directed, including maintenance of stock control and procedures.
- Acting as a point of contact for all Centre enquiries.
- Providing effective supervision of staff to ensure working standards are maintained at all times
- Helping to ensure that new staff and current staff receive the necessary training appropriate to their post, i.e. Emergency Action Plan and Normal Operating Procedures.
- Assisting in the adherence to systems that effect the safe environment of the visitor, i.e. water treatment, fire alarms and take appropriate corrective action.
- When required, being responsible for the supervision of pool and gym and members of the public within the building in order to ensure their safety.
- Support the Leisure Centre Manager in ensuring that all new staff and current staff receive induction and training appropriate to their post, with a plan to deliver ongoing training and development.
- Along with the Leisure Centre Manager, ensuring that all programmed activities are delivered as scheduled and by qualified, competent staff.
- Assisting in the programming of activities and the promotion of the centre

- Ensuring that centre standards are acceptable at all times, through regular inspection and effective planning of tasks and actioning all non-conformities in an effective and timely manner.
- Maintaining the security of the building and undertaking opening and closing duties as required.
- Contributing to Trust's positive public image by ensuring that staff maintain a helpful and efficient approach.
- Maintaining and developing good working relationships with both internal and external customers.
- Attending site for out-of-hours call-outs as part of the key-holder team.
- Leading by example and ensuring high standards are upheld at all times.
- Liaise with HR and Leisure Centre Manager to ensure that recruitment, induction and performance of individuals is undertaken in line with policies and procedures.
- Managing staffing levels and team performance closely to ensure the effective and efficient delivery of service.
- Adhering to all of OCLL practices, policies and procedures.
- In conjunction with the Leisure Centre Manager maintain focus on the performance and profitability of the site(s), and sharing that information with site teams.
- Working with the Leisure Centre Manager to devise, implement and evaluate an effective Marketing Plan for the assigned site(s).
- Assist in leading and supporting frontline staff in dealing with all enquiries and ensuring the achievement of agreed targets.
- Ensuring secondary spend opportunities are maximised and managed effectively.
- In conjunction with the Leisure Centre Manager planning and managing budgets through teams to ensure agreed targets are achieved.
- Ensuring procedures are followed in accounting and reconciliation of all monies and are completed in accordance with financial procedures.
- Undertaking other necessary duties and responsibilities, as required, that are commensurate with the role.

Criteria
A: Essential
D: Desirable

Method of Assessment
A: Application
I: Interview
T: Task

Education and Training:

Criteria **Method of Assessment**

- Current RLSS or NARS qualification
- ISRM Pool Plant Operators or equivalent
- First Aid at Work Qualification
- Emergency Responder + Qualification or equivalent
- Certificate in Leisure Management or equivalent NVQ Level 2 Qualification
- IOSH Managing Safely or equivalent
- Fire Marshal Training
- Degree in relevant qualification (Leisure &/or Managerial) at NVQ Level 3 or above

A	A/I
A	A/I
A	A/I
A	A/I
A	A/I
D	A/I
D	A/I
D	A/I

Relevant Experience:	Criteria	Method of Assessment
<ul style="list-style-type: none"> • Previous experience employed as a line manager of staff. • Previous experience in the leisure industry. • Understanding and appreciation of the importance of excellence in customer service. • Experience of budgetary management and improving financial performance. • Experience of achieving and working with quality management frameworks. • Demonstrable knowledge of Health & Safety legislation within the leisure industry. 	<p>A</p> <p>D</p> <p>A</p> <p>D</p> <p>D</p> <p>A</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>
General and Special Knowledge:	Criteria	Method of Assessment
<ul style="list-style-type: none"> • A sound understanding of how a leisure facility operates 	<p>A</p>	<p>A/I</p>
Skills and Abilities:	Criteria	Method of Assessment
<ul style="list-style-type: none"> • Possess strong leadership, motivational and team building skills. • Possess excellent numerical ability, including the capacity to present data in a way that is easy to understand. • Have knowledge and understanding of office applications and management software systems. • Have the ability to work with management software and front of house systems. • Possess strong written and verbal communication skills. • Ability to prioritise workloads and plan effectively. • Able to work with little or no supervision. 	<p>A</p> <p>A</p> <p>A</p> <p>D</p> <p>A</p> <p>A</p> <p>A</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>
Additional Requirements:	Criteria	Method of Assessment
<ul style="list-style-type: none"> • Willing to work flexibly in accordance with policies and procedures to meet the operational needs of OCL. • Willing to undertake training and continuous professional development in connection with the post. • Have high personal standards, an eye for important detail, and lead by example. 	<p>A</p> <p>A</p> <p>A</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p>