Profile Title:	Trainee Duty Manager
Responsible To:	Duty Manager/ Leisure Centre Manager
Responsible For:	All operational staff on shift
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:

To assist the Duty Manager with the day-to-day operation of the facility. To ensure effective supervision of staff and resources within the facility, which should be completed in accordance with service delivery prescribed standards.

Responsibilities:

- You will undertake cleaning, including internal and external areas.
- You will promote good health and safety at work practices in accordance with the Leisure Centre policies and procedures.
- You will report accidents, injuries and incidents according to the procedures laid down (e.g. RIDDOR).
- You will assist in the leisure facilities pool water treatment and planned preventative maintenance programme and carry out programmed building checks.
- You will be responsible for overseeing and general safety and behaviour of the public to prevent injury and misuse and damage to facilities.
- You will give trained assistance to users in difficulty (including the use of appropriate appliances) You will assist in maintaining a friendly atmosphere by being polite and courteous.
- You will observe the standard of service to the customer as laid down by the Duty Manager/Leisure Centre Manager.
- You will patrol the pool ensuring that the standard of supervision conforms to the Institute of Qualified Lifeguard Qualification and the Normal Operating Procedures of the leisure facility.
- You will maintain the security of the building by patrolling all public areas and by enforcing all the regulations with regard to the safe and correct use of the facility.
- You will constantly check for any obstacles or damage that could in anyway endanger the health and safety of staff or customers and report this to the Duty Manager.
- You will be required to step up into the Duty Manager role and manage the team and facility as and when required.
- You must be willing to complete core modules and any additional training given with the willingness to step up across all Oldham Active facilities as and when required.
- There is a willingness to transfer to another site at short notice to keep the centres in operation.
- You must be flexible, and you are required to work on a rota system.
- You are expected to assist the Duty Manager within their roles and responsibilities.
- You will always motivate and lead the team by example.
- You will carry out any other duties commensurate with the salary grade and responsibility of the post.

Criteria **A: Essential** **D: Desirable**	**Method of Assessment** **A: Application** **I: Interview** **T: Task**

Education and Training:	Criteria	Method of Assessment
• GCSE (4-9) or equivalent level 2 qualification.	A	A/I
Relevant Experience:	**Criteria**	**Method of Assessment**
• Understanding and appreciation of the importance of excellent customer service.	A	A/I
Skills and Abilities:	**Criteria**	**Method of Assessment**
• Ability to work as part of a team.	A	A/I
• Willingness to undertake regular on-going pool lifeguard training.	A	A/I
• Ability to communicate with a wide variety of partners.	A	A/I
Additional Requirements:	**Criteria**	**Method of Assessment**
• Willing to work flexibly in accordance with policies and procedures to meet the operational needs of Oldham Active.	A	A/I
• Willing to undertake training and continuous professional development in connection with the post.	A	A/I
• Have high personal standards and lead by example.	A	A/I
• Step up into the Duty Manager role and manage the team and facility as and when required.	A	A/I