



TITLE: Duty Manager	GRADE:
DIVISION:	SECTION:
JOB REF:	REPORTS TO: General Manager

MAIN PURPOSE

SUMMARY OF RESPONSIBILITIES AND DUTIES

- Ensure a welcoming, professional and credible customer service orientated presence is delivered at all times
- Assume responsibility for centre operations on a shift rota basis, ensuring the efficient and effective operation of the facility, including key holding, opening and/or closing the centre
- Co-ordinate the efficient and effective deployment of the team, to meet the financial and operational demands of the centre
- Undertake various supporting roles such as fitness instruction, reception, sales, pool supervision, food and beverage assistance and children related activities as required
- Undertake cash reconciliation and banking duties in accordance with financial policy and procedures as per the company guidelines
- Assist in the development and management of a well-balanced activity and event programme, therefore increasing financial profitability whilst delivering on the social and community agendas
- Prepare reports on the centre's operations, events and incidents where necessary as per company policy
- Provide clear leadership with regards to compliance with all health and safety procedures and requirements, fixing or escalating issues as appropriate, with special mention of security, serious incidents and emergency call out
- Carry out and supervise cleaning tasks in accordance with centre cleaning schedule, including carrying out and supervising contract cleaning checks
- Ensure that all reasonable practicable steps and precautions are taken to meet the requirements of the Health and Safety at Work Act and Health and Safety procedures as stipulated in the Quality Management Systems
- Deliver and attend all staff inductions and training sessions, including development and performance management of staff where required and 1-2-1 reviews. This would include attending regular weekly and monthly meetings

- Carry out team briefings, circulating centre initiatives, procedures and communications whilst ensuring training and qualification compliance is met
- Management of specific activities and initiatives as required, under the direction of the Assistant General Manager, including promoting, upselling and increasing participation whilst keeping within the company's brand standards
- Adhere to all company policies, such as the Equality and Diversity Policy, Safeguarding policy, Health and Safety procedures, operating procedures, and customer service standards, thereby ensuring a culture of inclusivity at all times
- Maintain your own mandatory qualifications, licensing and CPD/ training requirements and that of the team

SKILLS & ABILITIES

- Excellent verbal communication skills, including the ability to influence and persuade
- Good standard of IT knowledge of Microsoft Office
- Good numerical and written skills
- Ability to multi-task and work under pressure

KNOWLEDGE

- Understanding of relevant health and safety legislation including knowledge of facility management, best practice and statutory compliance
- Understanding of Leisure services and practical applications within Leisure and/or Golf

EXPERIENCE

- Supervisory experience of working within a customer service environment

QUALIFICATIONS

Essential

- National Pool Lifeguard Qualification (NPLQ)
- First Aid at Work Qualification
- Educated to A level standard or, equivalent qualification or relevant experience.

Desirable

- Pool Plant Operator Qualification
- First line management qualification (Institute of Leadership & management ILM); NVQ in Customer Service.

The job description is intended to include the broad range of responsibilities and requirements of the post. It is neither exhaustive nor exclusive but while some variations will be expected, these will be at an appropriate level for the role