

JOB DESCRIPTION



Post Title: Duty Manager 2

Grade: VR3

Accountable To: Centre Manager

Purpose(s) of Job: To ensure the highest possible standards of service delivery within a busy wet and dry Leisure Centre.

To ensure the safe and efficient running of the Centre, including staffing, customer service, health & safety, administration and security. In the absence of the Centre Manager accept responsibility for the centre's operations.

To develop and promote an exciting, innovative leisure programme in order to increase the usage and profitability of the Centre

Principal Tasks:

- To be part of the management team for the Leisure Centre, and to assist the teamwork towards the development and promotion of the centre within the local community.
- The opening and preparation of the building for public use. The securing and closing of the building. Act as key holder for emergency callouts.
- Supervision of the building and all members of the public and staff during operational hours.
- To deputise for the Centre Manager as requested.
- To ensure that adequate staffing has been planned for operational purposes. To deal with any staffing issues as necessary, supervising any subordinate activities.
- To ensure the provision of a clean, high quality facility and exciting and innovative Centre programmes.
- To ensure that procedures set in the NOP and EAP are adhered to by all staff, coaches and users.
- Awareness of ICT and ability to carry out reception functions including end of day cash reconciliations and safekeeping of all income through adherence to all financial procedures.
- To ensure that all equipment is maintained and stored correctly. To ensure that all set ups/downs are carried out in the correct manner.
- To monitor public behaviour and deal with incidents arising. To deal with public enquires and complaints in a positive and professional manner.
- To provide accurate written records of any incidents and occurrences as required.

- To be familiar with the correct usage of all safety equipment and alarm systems within the centre, and to take effective action in emergency situations, directing staff and users as appropriate.
- To effectively implement and monitor the Company's Health and Safety policy and associated procedures.
- To assist the Centre Manager in providing appropriate staff training and development.
- To achieve maximum levels of participation in all courses and activities. Monitoring cost effectiveness and highlighting and rectifying areas of low performance.
- To assist in the marketing and publicity of all activities and events and develop distribution networks for promotional materials and merchandising of products. Including corresponding with clubs, groups and individuals.
- To assist in the management and development of the Leisure Centre's quality assurance systems and procedures.
- To undertake any training and development activity as required for efficient service delivery.
- To understand the Vision RC&L's commitment to Equal Opportunities and apply it when undertaking duties.
- To understand and implement Vision RC&L's Environmental Management policy within the workplace.
- To contribute towards the Service Plan by working with colleagues to achieve service objectives.
- To adopt Vision's Values and Personal Charter

Fundamental to fulfilling the responsibilities of this post is the ability to respond flexibly, positively and successfully to the ever changing pressures which Vision RC&L face.

This Job Description is a guide to the level and range of responsibilities the post holder will be expected to undertake initially. It is not exhaustive and the post holder will be expected to undertake any other duties appropriate to the grade and post.

Person specification



Job Title	Duty Manager 2 (wet and dry Facilities)		
<i>Method of candidate assessment: A = Application Form I = Interview T = Test</i> <i>Weighting: 3 = most important, 1= least important</i>			
Selection Criteria	A - I - T	Weigh	ting
Education and Qualifications: GCSE Maths & English (C or above) Professional Leisure Qualification Degree or equivalent Governing Body Coaching Awards Fitness Qualification ISRM / ISPAL Certificates First Aid at Work NPLQ	A A A A A A A A	3 1 1 2 2 1 2 3	
Experience 2 years working in a Leisure Centre Supervision of staff Previous Duty Manager role	A A A	3 2 1	
Skills Good Team Member Ability to use own initiative Good communication skills Reliable Enthusiastic Customer focused Flexible	I I I I I I I	3 3 3 3 3 3 2	
Knowledge Understanding of EAP's / NOP's Understanding of Health & Safety Knowledge of COSHH Knowledge of RIDDOR Knowledge of Budgets	I I I I I	3 2 2 2 1	
Other job requirements: Ability to work unsociable hours Able to provide additional cover when required Computer literate	A/I I A/I	3 2 3	