

# Job Description

## Duty Manager



<b>Reporting to:</b>	General Manager, Senior Leadership Team
<b>Job Purpose:</b>	To be the operational lead and main contact for the facility while on duty
<b>Person Specification:</b>	The Duty Manager position at Life Leisure is one that is crucial to the progression of the business.

As the first point of contact, the Duty Manager will be critical in providing a first class customer service experience by welcoming customers and ensuring efficiency of service and administration at reception. It is essential that the image and the aims of Life Leisure are promoted. They will have an outgoing personality and be able to communicate with all types of people in a professional manner.

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### Duties and Responsibilities:

#### General

- Operational responsibility for all aspects of leisure centre operations including health and safety on site.
- Responsibility to supervise and motivate casual staff whilst on shift.
- Day to day operation of the Legend management system including payments, member sign up and block bookings.
- Professional communication standards via telephone and email.
- To ensure Normal Operating Procedures (NOP) are followed and if required Emergency Action Plans (EAP) are actioned.
- To manage dual use facilities between school and commercial usage, including ensuring that the facility is ready for customer bookings.
- To be responsible for the accurate reconciliation of all monies collected, the safe contents and secure cash collection in accordance with stated Life Leisure financial procedures.
- To ensure all cleaning materials and equipment essential to the efficient operation of the centre are ordered and received before supplies are exhausted, keeping the appropriate records.
- To ensure that statistical returns are prepared and delivered in their correct format within specified time bound periods.
- To ensure that Life Leisure facilities are efficiently and safely manned and to cover the duties of other personnel when necessary.
- To be responsible for general safety and behaviour of the public preventing misuse or damage to internal and external facilities.
- To assist the General Manager by ensuring staff perform their duties effectively and efficiently and to delegate as appropriate, in order to achieve the financial targets identified for income and expenditure.
- To manage and control the customer database in the reconciliation of monies, direct debits and user patterns.
- To assist the General Manager in the preparation of the annual facility business/action plan.

- To ensure that employees wear the correct uniform and present themselves in a professional manner.
- Maintain upto date knowledge of safeguarding legislation and Life Leisure's safeguarding policy and reporting procedure.

#### **Management of Pool and Plant (if applicable)**

- To ensure that all personnel with responsibility for bather safety are in possession of and understand HSG179 – Health & Safety in Swimming Pools and undertake their duties accordingly.
- To ensure the relevant personnel receive regular training in use of resuscitation equipment and that appropriate records are maintained.
- To maintain the specified ratio of qualified lifeguards to bathers.
- To operate the pool heating and filtration plant maintaining conditions at specified levels.

#### **Security & Maintenance of Building & Equipment**

- To be responsible for the proper securing of the building and its contents at the close of business each day.
- To ensure all equipment in current use is in safe working order and that any repairs are actioned promptly.
- To ensure that the internal and external fabric of the building is safe and in presentable condition by coordinating repairs & maintenance as necessary.

#### **Management of Health & Fitness (if applicable)**

- To ensure that the equipment and facility are maintained in proper working order at all times.
- To maintain appropriate records in respect of the maintenance regimes.
- To assist the General Manager in marketing and promotion of the Life Leisure facilities.

#### **Miscellaneous**

- To ensure that cleaning is carried out as scheduled to ensure the building is welcoming to for customers.
- Ensure compliance with all statutory Health and Safety legislation
- To report any accidents, risks or dangerous occurrences immediately to the management team. Any threats to the health and safety of other staff and members should be dealt with instantly.
- To carry out any other duties deemed necessary to meet the needs and demands of the business.

# Person Specification

## Duty Manager



### EDUCATION & QUALIFICATIONS

#### **Essential**

- Minimum of 3 GCSE's or equivalent, to include Mathematics and English Language

#### **Desirable**

- First Aid trained / qualification
- Customer care qualification (NVQ) or experience
- Health and Safety qualification or relevant experience
- Pool Plant Certificate
- Diploma or sports related degree
- RLSS standard of resuscitation

### EXPERIENCE RELEVANT TO THE POSITION

#### **Essential**

- Experience of working with the general public
- Experience of working to targets and deadlines
- Experience of generating sales leads
- Excellent communication & interpersonal skills
- Effective time management
- Cash Handling Experience
- Staff management experience

#### **Desirable**

- Previous experience of working in the leisure industry
- Experience of working in a customer focused environment
- Experience of producing activity reports
- Experience of working with phone systems

### ABILITIES, SKILLS AND KNOWLEDGE

#### **Essential**

- Computer literate
- Excellent communication skills
- Ability to communicate with members in a polite and professional manner
- Exceptional telephone manner
- Customer focused
- Decision maker
- Staff motivator and manager
- Ability to problem solve

#### **Desirable**

- Ability to work on own initiative, as well as part of a team
- Ability to follow instructions

## **PERSONALITY**

The applicant will be an important point of contact for staff and members, therefore, they should be: -

### **Essential**

- Responsible
- Approachable
- Confident
- Enthusiastic
- Reliable
- Excellent time management
- Pleasant, friendly and polite

### **Desirable**

- Adaptable
- A team player
- Flexible