

# Overview

**Job Description**

**Job Title:**

Duty Manager Wet Side

**Grade :**

**Grade 2**

**Reporting to:**

**Assistant/Facility Manager**

As the on shift Duty Manager of a designated facility and a team of staff, it is essential you have a close working relationship with the Assistant and Facility Managers and Leisure Business Manager to establish and maintain the standards and work ethic of the designated Site.

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There are 4 key areas that all staff of the Company should focus on, namely:

1. Staff
2. Financial Sustainability
3. Communication
4. Health and Safety

# Staff

It is essential that Duty Managers ensure delivery of the ‘tone’ and standards set by management when on

duty and link positively with Staff, building team cohesiveness whilst removing all barriers to the ‘us and them’ cultures.

Duty Managers are responsible for the ‘delivery’ of Operational Procedures and as such a good knowledge

is essential.

Duty Managers will be required to support and work with Staff to deliver the expectations and standards of the Company.

# Financial and Sustainability

At the delivery point of Company Policy it is essential that Duty Managers ensure compliance with procedures on the collection of cash from the time it is presented to Staff until it is safely placed in the safe.

Following Cashing up procedures is fundamentally critical and as such Duty Managers must be able to both train and supervise staff through this process.

Financial sustainability is clearly a key focus for all employees. As such the following procedures of cash coming into the business e.g. income, sales, revenue, turnover and cash going out of the business, e.g. costs, expenditure needs to be carefully controlled.

# Communication

There are a number of levels of Communication that Duty Managers are involved in on an operational basis, these include; the link between Management and front line staff, and with current and potential customers, etc.

Examples of Communication include; verbal, written, non verbal and more specifically; body language, listening and even down to what uniform staff wear. Duty Managers need to understand and appreciate the impacts of all forms of communication and undertake the appropriate training to ensure all communications are positive.

# Health and Safety

Clearly essential to the viability and long term sustainability of the Trust. Duty Managers will assume the appropriate level of responsibility in line with the Company Health and Safety Policy.

Summary of Main Responsibilities

# Staffing

1. In the absence of the Assistant / Facility Manager, supervise the operation of the designated facility.
2. There will be some supervisory responsibilities for shared employees, this will include on the job training and/or allocation and checking work for quality and quantity.
3. When required;
   * To Induct new employees
   * To conduct Welcome Back Meetings
   * To authorise annual leave
4. To maintain good personnel procedures i.e. staff control, ensure sufficient staffing levels, staff motivation, staff/customer relations.
5. To report any staffing matters/ issues to the Assistant Manager/ Facility Manager.
6. To provide relief cover for other staff as necessary.
7. To develop and cover the rota as and when required

# Customer Relations

1. To promote good public relations by effectively dealing with customer queries and complaints.
2. To assist with the promotion and marketing of the facility and specific activities as required including leading when required on outreach work

# Operations

1. To periodically inspect the condition of all equipment, fixtures and fittings. To report to the Assistant Manager any corrective action needed to carry out minor repairs.
2. On occasion will be required to liaise with Building Maintenance team, including contractors
3. To follow procedures for testing and recording the chemical content of the Swimming Pool water. To record details on relevant documentation (where applicable).
4. When required to follow preset procedures to take corrective action
5. To set up and re-locate equipment inside and outside the Site and all other facilities as necessary.
6. To ensure that all areas are satisfactorily prepared for the programmed activity in a specific area, including the company school holiday programmes
7. To ensure all designated areas are maintained to a high standard of cleanliness.
8. To undertake incidental cleaning as required
9. To oversee the general safety and behaviour of the public and to direct the activities of pool users and the users of other facilities to prevent injury, misuse and damage to the facilities.
10. To coach and instruct swimmers and non-swimmers i.e. Adults, Children, Public and Schools (where applicable)
11. To assist with routine administrative tasks.
12. To follow opening and locking up procedures ensuring that buildings and their contents are properly secured.
13. Understanding safeguarding relevant to role.
14. To undertake regular training as required to ensure knowledge and skills are kept updated.
15. To utilize management information systems to support customer engagement

# Swimming Academy

1. Assist their line manager in the provision of the Swim Academy
   * Establish need for more classes / target setting
   * Learn 2
   * Rota cover
   * Dealing with complaints
   * Payment chase (when required)

# Finance

1. To supervise cash management including cash handling, cashing up procedures and income reconciliation.
2. In the absence of the Assistant / Facility Manager ensure the procedures for the security of cash and cash handling are followed in line with cash handling procedures.
3. Assist the line manager in setting target figures and reporting on P&L figures
4. Assistant the line manager in stock taking where applicable

# Health and Safety

* 1. To assume the Health and Safety roles and responsibilities in line with the Company’s Health and

Safety Policy

* 1. To promote an awareness of Health and Safety and equal opportunity issues amongst all employees supervised.
  2. To operate effectively under guidelines established in Normal Operating Procedures and Emergency Action Plan for the facility.
  3. To undertake routine Fire Safety Checks
  4. To make amendments on the instruction of the Facility Manager to the NOP/EAP
  5. To administer first aid when necessary, complete relevant documentation and undertake first aid training as required.
  6. To give trained assistance to users in difficulty (including use of appropriate appliances).
  7. Assistant the line manager in the completion of Risk Assessments and SSOW
  8. If required be listed in the event of Rest Centre / Building Alarms contact
  9. To undertake duties at any other facility within the remit of Celtic Leisure as required.
  10. To undertake such other duties which may be expected of the post holder commensurate with the salary grade of the post, and which are within their capabilities.

**Person Specification**

**Duty Manager Wet Side  
  
Work Experience**

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| --- | --- | --- |
| Experience of working within a Customer service environment  Experience of dealing with customers face to face and over the telephone  Experience of Supervising others  Work experience in the Leisure Industry | **ESSENTIAL ESSENTIAL**  **ESSENTIAL DESIRABLE** | Application form/ Reference  /Interview  Application form/ Interview  Application form/ Interview  Application form/ Interview |
| **SKILLS/ ABILITIES**  Ability to organise and delegate duties to others, but also to work as part of a team and support other team members.  Excellent communication skills demonstrating a friendly approach and confidence when dealing with customers and colleagues  Excellent interpersonal skills, demonstrating an ability to be diplomatic, tactful and consistent in dealing with others.  Ability to work under pressure and to maintain a professional image  Awareness of Health & Safety at Work | **ESSENTIAL**  **ESSENTIAL**  **ESSENTIAL**  ESSENTIAL  **ESSENTIAL** | Application form/ Interview  Application form/ Interview  Application form/ Interview  Application form/ Interview  Application form/ Interview |
| **EDUCATION AND TRAINING**  Good Literacy & numeracy skills, which demonstrates an ability to undertake further training  NPLQ Qualification Pool Plant Qualification | **ESSENTIAL**  **ESSENTIAL ESSENTIAL** | Application form/ Interview  Application form Application form |

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| --- | --- | --- |
| Relevant Leisure Management Qualification  STA/ASA Qualification  Level 2 Gym Qualification First Aid qualification | **DESIRABLE**  **ESSENTIAL**  **DESIRABLE ESSENTIAL** | Application Form  Application Form  Application Form Application Form |
| **OTHER REQUIREMENTS**  Ability to work flexibly and to attend work including evenings and weekends  Demonstrate awareness of equality issues in the workplace | **ESSENTIAL**  **ESSENTIAL** | Interview  Application form/ Interview |