**Job Description**

**Job Title: Duty Manager Gwyn**

**Reporting to: Assistant / Box Office / General Manager**

**Salary: Grade 2**

# **Job Description**

# **Summary of Main Responsibilities**

**Staffing**

1. In the absence of the Assistant / General 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 when appropriate
* To authorise annual leave

1. To maintain good personnel procedures i.e. staff control, ensure sufficient staffing levels, staff motivation, staff/customer relations.
2. To report any staffing matters/ issues to the Asisstant Manager/ General Manager.
3. To provide relief cover for other staff as necessary.
4. 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 appropriate line 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 set up and re-locate equipment inside and outside the Site and all other facilities as necessary.

4. To ensure that all areas are satisfactorily prepared for the programmed activity in a specific area, including the company school holiday programmes

5. To ensure all designated areas are maintained to a high standard of cleanliness.

6. To undertake cleaning as required

1. To oversee the general safety and behaviour of the public and to direct the users of facilities to prevent injury, misuse and damage to the facilities.
2. To assist with routine administrative tasks.
3. To follow opening and locking up procedures ensuring that buildings and their contents are properly secured.
4. Understanding safeguarding relevant to role.
5. To utilize management information systems to support customer engagement.

**Finance**

1. To supervise cash management including cash handling, cashing up procedures and income reconciliation.
2. In the absence of the Assistant / General Manager ensure the procedures for the security of cash and cash handling are followed in line with cash handling procedures.
3. Prepare Purchase Orders and place orders as and when required
4. Assist the line manager in setting target figures and reporting on P&L figures
5. Assist 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
2. To promote an awareness of Health and Safety and equal opportunity issues amongst all employees supervised.
3. To operate effectively under guidelines established in Normal Operating Procedures and Emergency Action Plan for the facility.
4. To undertake routine Fire Safety Checks
5. To make amendments on the instruction of the Duty Manager/ General Manager to the NOP/EAP
6. To administer first aid when necessary, complete relevant documentation and undertake first aid training as required.
7. To give trained assistance to users in difficulty (including use of appropriate appliances).
8. Assist the line manager in the completion of Risk Assessments and SSOW
9. If required be listed in the event of Rest Centre / Building Alarms contact
10. To undertake duties at any other facility within the remit of Celtic Leisure as required.
11. 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 his/her capabilities.

**Food & Beverage**

1. Work with the Assistant manager to develop an attractive and profitable menu for the café
2. Work with with suppliers to find the best products at the best prices
3. To look at business levels and order stock to meet demand
4. Work with Assistant manager to create various menus for private hirers and their different budget needs
5. Ensure all food hygiene demands are met and staff are adhering to policies and procedures

**Person Specification**

**Duty Manager – Gwyn Hall**

**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  Level 2 Food Hygiene (Culture)  NPLQ Qualification (Leisure)  Level 2 Gym (Leisure)  Relevant Leisure Management Qualification  STA/ASA Qualification (Leisure)  Pool Plant Qualification (Leisure)  First Aid qualification | **ESSENTIAL**  **DESIRABLE**  **DESIRABLE**  **ESSENTIAL**  **DESIRABLE**  **DESIRABLE**  **DESIRABLE**  **ESSENTIAL** | Application form/  Interview  Application Form  Application form  Application form  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 |