



Post Title:	Duty Manager
Grade:	AP3

Role Definition

Responsible for the leadership and management of Leisure Facilities including; organising Facility Staff Teams to ensure overall safety, the highest standards of cleanliness and presentation of facilities through effective use of resources and compliance with operational procedures.

Assist in leading the KA Leisure team to develop a positive culture based on achieving the Company's vision to 'Make People, More Active More Often'.

Key Tasks and Responsibilities

Corporate Responsibilities

1. Providing a customer focussed environment ensuring a safe, consistent, high quality professional customer service as per the Company Customer Charter.
2. Lead the creation and maintenance of a positive health and safety culture within the facility.
3. Providing visible leadership to all Team Members, ensuring that they are motivated and operate at high levels of performance and efficiency.
4. Create by example an environment in which all Team Members work as a team to achieve their own and the Company's objectives.
5. Ensure positive promotion of the Company, facilities, activities delivered and Company initiatives.
6. Ensure, through leading teams and working as part of a team, the effective operation of the Company.
7. Being accountable for service area performance, including customer visits and income and expenditure budgets where appropriate.
8. Undertake ongoing training as required to maintain the highest levels of operational efficiency, competency and customer service.
9. Ensure Facility Teams awareness of the Company's commitment to energy reduction and environmental management.
10. Maintain the confidentiality of Company and customer information conforming to the requirements under General Data Protection Regulations.
11. Always adopt a flexible attitude to your role undertaking activities that assist the Company in maintaining a competitive advantage.
12. Deputise for other members of the Management Team as appropriate.
13. Undertake any other reasonable required duties as instructed by management or someone acting on their behalf, in addition to the role specific tasks and responsibilities detailed below.



Role Specific Tasks and Responsibilities

People/HR

1. Ensure adequate staffing levels at all times, ensuring cover for leave, sickness and other absences, managing sickness in line with Company procedures.
2. Lead and undertake meetings for sickness/absence monitoring for staff and take appropriate action under the KA Leisure Maximising Attendance policy and procedure providing an update on a weekly basis to the Assistant Customer Service Manager.
3. Take the lead in the recruitment and selection process for the recruitment of all Facility Staff from placing recruitment requests through to arranging interviews to notifying candidates.
4. Assist the Assistant Customer Service Manager in ensuring the training programme is structured to enable Team Members to achieve the required outcomes.
5. Plan and implement the induction and development of new Team Members by following the company induction plan ensuring that new employees work performance is monitored and recorded throughout the first six months.
6. Monitor facility team members regarding the required standards of conduct, performance and personal presentation.
7. Ensure that employees are aware of the required standards of conduct, performance and personal presentation.
8. Ensure team members are aware of developments, policies, practices and procedures through carrying out regular team briefings within the site and through other communication processes.
9. Ensure payroll for the site is processed accurately and there is awareness of any issues with staff budgets so that they can be highlighted to the Assistant Customer Service Manager timeously.
10. To have line management responsibilities and supervisory management of all Recreation Assistants and front of House.

Buildings

11. Ensure buildings and equipment are maintained to the required standard, undertaking visual inspections, maintaining records, and when necessary, taking appropriate action to rectify any faults or defects. This is managed via the completion of daily visual building checks, observational checks, fussy customer and monthly management inspections.
12. Perform a lead role within the Facilities Management Team working on a shift pattern taking responsibility for the opening up and locking up of facilities, ensuring that all areas are secured when not in use.
13. Ensure site team are aware of Company's commitment to energy reduction and environmental management and this is managed on site.
14. Ensure that the management team on site is utilising the appropriate system of logging and recording maintenance issues and reporting faults to the relevant body timeously.



Customer Service

15. Ensure Team Members are aware of the required standards of conduct, performance, and personal presentation as laid down in the Customer Charter. Ensure Mystery shop outcomes are relayed to relevant staff and observational checklists are completed with additional training provided as necessary.
16. Ensure that all Team Members are aware of developments, policies, practices and procedures through regular and effective Team briefings, staff meetings, daily 10 @10's and other communication processes.
17. Resolve customer enquiries where possible timeously on site, seeking advice and/or information from the Assistant Customer Service Manager where necessary.
18. Lead on and carry out daily, weekly and monthly checks as required, and action taken as appropriate.
19. Ensure and carry out where required, fussy customer audits with actions being taken as necessary.
20. Ensure that notice boards and marketing literature are kept updated and maintained throughout the site.
21. Ensure the teams on site present a facility that is safe, have high standards of cleanliness and are appropriately staffed in line with our Customer Charter promise.
22. Maintain effective communication with user groups and clubs to develop programmes to cater for a wide range of activities and user groups within the community.
23. Plan and coordinate major events within the site and liaise with customer and relevant bodies to ensure success of event.
24. Ensure all team members are contributing towards a quality customer service providing them with practical assistance, support and training to allow them to do so.

Business Development

25. Be responsible for developing and implementing facility activity programmes including holiday programmes and relevant staffing and providing information for marketing and social media.
26. Lead the Facility Team to ensure the development and effective operation of the facility.
27. Assist and liaise with other departments within the Company to ensure day to day activities, projects and initiatives progress according to schedule.

Financial Management

28. Undertake daily general administration duties as required including; banking, reconciliation of monies, administration of facility bookings, issuing of invoices, accurate upkeep of records and operation of point of sale and computerised booking systems. Also administering the petty cash for the facility ensuring Imprest is claimed for timeously.
29. Ensure the facility keeps staffing hours in line with budgets laid down.
30. Manage assigned site budgets and ensure stock for pool chemicals and cleaning materials are maintained via Company ordering process via Redro.



Health and Safety

31. Assist in the monitoring and reviewing of facility risk assessments ensuring staff are familiar with any amendments/new assessments completed.
32. Ensure all Team Members comply with the Company Health and Safety Policy and written procedures.
33. Ensure current COSHH assessments are available and trained with all staff.
34. Ensure that all work undertaken by the Company Maintenance Team/contractors conforms to Safe Working Practice. Ensure the management team is familiar with processes in place and requirement for Safe Systems of Work, necessary permits and risk assessments provided by contractors before work commences ensuring the effective management of contractors whilst on site.
35. Oversee and assist the Trainer Assessors in ensuring the NPLQ syllabus and training requirements for staff are maintained, monitored and compliant.
36. Coordinate emergencies and first aid as required ensuring, where appropriate, the use of all lifesaving and emergency equipment is available.
37. Ensure all Team Members are competent in executing emergency procedures by ensuring regular training for all categories of staff groups take place.
38. Liaise with the Health and Safety Coordinator to ensure compliance with relevant legislation.
39. Liaise with the Building and Facilities Manager to ensure statutory checks are being carried out across the site as required with records readily available.
40. Assist the Assistant Customer Service Manager in ensuring that actions raised from the Fire Risk Assessment, Legionella risk assessment and Leisuresafe audits are completed promptly.

**Essential/Desirable Criteria**

	Essential	Desirable	Evidence
Education and Qualifications	Management/ Supervisory qualification RLSS NPLQ Certificate First Aid at Work Certificate Pool Plant Operator Certificate RLSS NPLQ Trainer Assessor	IOSH Managing Safely Certificate Ongoing CPD attendance	Application Form and interview
Experience	Minimum of 2 years experience of management/supervision within a multi-use leisure facilities Cash Handling Administration duties Electronic point of sale and booking systems		Application Form and interview
Specialist Knowledge	Knowledge of Health and Safety Legislation and Implementation of good work practices An understanding of the requirements of leisure facility customers Understanding of standard operating procedures Knowledge of swimming pool plant operations Knowledge of Activity programming		Application form and Interview



Skills and Abilities	<p>Proven leadership, management and organisational skills</p> <p>Good communication skills and team building skills</p> <p>Excellent customer service skills</p> <p>Effective time management and organisational skills</p> <p>Ability to work flexibly to meet the needs of the business</p> <p>Excellent IT skills</p>		Application Form and Interview
Key Behaviours	<p>Professional and customer focussed approach</p> <p>Enthusiastic motivated and resourceful</p> <p>Confident and presents a professional image at all times</p> <p>Excellent customer service skills</p>	<p>Willingness to develop own and others skills and knowledge</p> <p>Ability to cope well under pressure</p>	Application Form and Interview
Other	<p>Committed to continuous improvement</p> <p>Ability to recognise and maintain confidentiality</p>	Evidence of continued personal development.	Application Form and interview



Competencies

Value	Competency	Level of Behaviour Required
Managing Self	Planning, Organising & Decision Making	2
	Self Development	2
	Change	3
Achieving Performance	Customer Focus	2
	Continuous Improvement	3
	Delivering Results	3
Working with Others	Communication	2
	Effective Working Relationships	3
	People Management	3