



## Role Profile

<b>Post Title:</b>	Duty Manager
<b>Grade:</b>	£24,796 - £26,763
<b>Responsible to:</b>	Assistant Customer Service Manager
<b>Hours:</b>	37hrs

## Job Purpose

Leadership and management of leisure venues including organising venue staff teams to ensure overall safety, the highest standards of cleanliness and presentation of venues through effective use of resources and compliance with operational procedures.

## KEY TASKS AND RESPONSIBILITIES

### General

- Providing a customer focused environment ensuring a safe, consistent, high quality professional customer service as per the Company Customer Charter.
- Providing visible leadership to all Team Members, ensuring that they are motivated and operate at high levels of performance and efficiency.
- Create by example an environment in which all Team Members work as a team to achieve Company's objectives.
- Being accountable for service area performance, including customer visits and assigned income and expenditure budgets.

### Health, Safety and Wellbeing

- Promote the health, safety and wellbeing of employees and customers ensuring compliance with the organisation's policies and procedures and health and safety legislation.
- Maintain the venue's health and safety management systems including developing and implementing policies, procedures, and practices to ensure risks are dealt with sensibly and responsibly.
- Coordinate emergency first aid response as required.
- Ensure all Team Members are competent in executing emergency procedures through regular training.
- Ensure all accidents and incidents are reported and investigated, and as required review systems of operation.
- Maintain up to date knowledge of the organisation's safeguarding policy and reporting procedure.

### People

- Ensure adequate staffing levels at all times, ensuring cover for leave, sickness and other absences, managing sickness in line with Company procedures.
- Ensure Team Members are aware of, and compliant with organisation HR policies, procedures and practices.



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- Lead the recruitment and selection process for all venue Team Members.
- Plan and implement the induction and development process of new Team Members.
- Complete Team Member personal development plan meetings, structuring personal development plans to enable Team Members to achieve agreed outcomes.
- Ensure payroll 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.

### **Buildings**

- Working on a shift pattern taking responsibility for the opening and locking up of venues, ensuring that all areas are secured when not in use.
- Complete pool plant operations, maintaining operating conditions at specified standards.
- Report all maintenance issues through the organisation maintenance procedures.
- Schedule and monitor cleaning to ensure the venue is welcoming for customers and meets specified standards.
- Ensure venue team are aware of Company's commitment to carbon reduction and this is managed at venue level.

### **Customer Service**

- To assist the Assistant Customer Service Manager in the preparation of annual venue business plans.
- Day to day operation of the organisation's CRM system including processing payments, member sign up, club and block bookings.
- 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.
- Resolve customer enquiries where possible timeously on site, seeking advice and/or information from the Assistant Customer Service Manager where necessary.
- Ensure data management processes comply with GDPR and organisation information policies.

### **Marketing and Communication**

- Ensure positive promotion of the organisation, venues, activities delivered and Company initiatives.
- Ensure team members are aware of developments, policies, practices and procedures through carrying out regular team briefings and staff meetings.
- Ensure that notice boards, marketing literature and on-line information are kept updated and maintained.
- Liaise with internal and external marketing support to ensure venues and activities are profiled and promoted.

### **Financial Management**

- Accountability for all delegated income and expenditure budgets.
- To collaborate with other managers to achieve financial targets identified for income and expenditure.
- Undertake general financial duties as required including banking, reconciliation of monies, issuing of invoices, and administering venue petty cash.

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KA Leisure is a trading name of North Ayrshire Leisure Limited

North Ayrshire Leisure Limited is a Company Limited by Guarantee No.202978 and a recognised Scottish Charity No.SC029780.  
Registered Office: 22 Quarry Road, Irvine KA12 0TH; Tel: 01294 315120; Fax: 01294 315140; email: info@kaleisure.com;  
[www.kaleisure.com](http://www.kaleisure.com)



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**ESSENTIAL/DESIRABLE CRITERIA**

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

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	<p>Ability to work flexibly to meet the needs of the business</p> <p>Strong IT skills</p>		
<b>Key Behaviours</b>	<p>Professional focused approach</p> <p>Enthusiastic, motivated and resourceful</p> <p>Confident and presents a professional image</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>	<p>Application Form and Interview</p>
<b>Other</b>	<p>Committed to continuous improvement</p> <p>Ability to recognise and maintain confidentiality</p> <p>Ability to travel throughout North Ayrshire</p>		<p>Application Form and Interview</p>

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