

## JOB DESCRIPTION

### General Information

<b>Job Title</b>	Duty Manager	<b>Reporting To</b>	Operations Manager
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### General Purpose

- To provide an excellent customer service experience for all users of the facility and influence and maximise the income and usage of the facility.
- To run the day to day operations of the building in line with the normal operating procedures.
- To work with the Operations and General Manager to contribute towards the smooth running of the facilities.
- To support the training and development of Centre Assistants, Cleaners and Reception staff to ensure consistent high quality service provision.

### Responsible for any Financials or Direct Reports

The post holder is to be aware and order in line with the budget which is communicated by the nominated cost manager for the site.

The post holder has line management responsibility for:

- Centre Assistants
- Receptionists
- Cleaners
- Coaches and Instructors

### Key Deliverables

- To manage the day to day operation of the facility and any agency facilities ensuring a safe and welcoming environment for users
- To provide and make sure a high quality service is provided at each service point to increase income and promote repeat custom.
- To be responsible for the security of the facility whilst on duty and to participate in out of hours security alarm 'call out' arrangements
- To ensure building and plant conditions are maintained within the facility and carried out in accordance with the Normal Operating Procedures, Emergency Action Plan and Health & Safety legislation
- To ensure all day to day operational, financial, clerical and administrative tasks are carried out in accordance with Vivacity's financial regulations including the operation of computer systems, income handling and daily reconciliation
- To ensure that staff rotas provide adequate cover according to agreed service standards to enable high quality service to be provided to customers
- To ensure the Centre's duties are undertaken in accordance with set standards
- To report maintenance requirements as necessary to the maintenance team (advising the Centre Manager (applicable) ensuring these are logged and completed with minimum disruption to the service
- To ensure all daily records are accurately maintained, including any incident and accident reports reported via the PRIME on-line system
- To contribute to the development of the service through planning and other processes
- To support promotional initiatives and marketing plans and assist with customer consultation work.
- To assist the General Manager in recruitment and selection of staff, ensuring that they are properly trained, supported and developed in line with Vivacity policies and practices such as Personal Development review and QUEST principles.
- To assist with the use of the self-service library facility

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### Requirements – Experience

- Experience of leisure management operations in a leisure / fitness / swimming pool environment (2 years)
- Experience of supervising staff in a leisure or service led environment
- Experience of cash handling and operating a till booking system
- Experience of supervising a team in a multi use facility
- Ability to deal with emergency situations effectively and efficiently
- Experience of working in a customer focused environment
- Previous line management experience
- Knowledge of Dual Use agreements, stakeholder and partnership working

### Requirements – Qualifications

- A leisure related qualification – Level 3 or willingness to achieve
- A First Aid at Work qualification
- An enhanced CRB disclosure
- Level 2 Fitness qualification or willingness to achieve
- Knowledge of Health & Safety including COSHH and RIDDOR

### Desirable – Qualifications

- A current National Pool Lifeguard Qualification (Pools)
- A Pool Plant Operator qualification (Pools) or willingness to achieve

### Requirements – Personal Characteristics

- Commitment to excellence in customer service and a can do attitude
- A methodical approach to work
- Self motivation, initiative and flexible
- Good communication skills to be able to supervise staff and advise members of the public
- Ability to deal with difficult situations
- Ability to support senior management leading a team of staff during a period of change
- The ability to work as part of a team
- Good time keeping

### Other Points

- Flexibility in working, including evening, weekend and Bank Holiday working on a shift rota basis.
- Able to travel to any Vivacity facilities as and when required by the needs of the service.
- Ability to use several information management systems and back office systems.
- The above duties and responsibilities do not include or define any tasks that may be required of the post holder.
- The duties and responsibilities may vary without changing the general character of the duties or the level of responsibility entailed.
- The Health & Safety at Work Act stipulates that it is the responsibility of every employee to observe all rules governing health and safety and such equipment as provided must be used.
- Vivacity aims to be an Equal Opportunities employer and has Equal Opportunities Policies with which you are expected to comply at all times.
- Vivacity condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.