Job Description

Job Title: Duty Manager

Service: Customer Experience & Transformation - Leisure

Grade: D

Responsible to: Site Team Lead/Operations Manager

Purpose of the Role

Responsible for supervising the centre's operations in an efficient and effective manner and in accordance with specified procedures and systems on a shift basis. The Duty Manager will be responsible for day-to-day management of leisure facilities as required, together with specific responsibility for the management and operation of pools and pool plant on relevant sites.

Key Duties and Responsibilities

Responsibility for the overall supervision of Leisure Assistants, Leisure Attendants, pool plant operatives, pool attendants, Health and Fitness Instructors, coaches and seasonal staff including performance and absence management, payroll administration.

To adopt a planned approach to the provision and prioritisation of work, facilities and activities to ensure they are available at the designated time and with the correct equipment and staffing levels.

To provide work instructions for staff to enable them to complete work to the required quality standards and within the designated timescales, ensuring that the facility is operated in accordance with the building's Normal Operating Procedures and Emergency Action Plan.

To monitor the provision of work, facilities and activities through to completion, identifying unfulfilled commitments, problems arising and changes to requirements or timings.

To be responsible for the production of procedure manuals for all staff on site.

Responsible for the safe keeping and reconciliation of all income at the centre.

To be responsible for contributing to and implementing quality management systems into the organisation.

To ensure that purchases of materials, goods, services, and equipment are made from approved suppliers and are able to meet and maintain product or service requirements in terms of quality, delivery, and value for money.

To ensure that the swimming pool and water treatment plant are monitored and operated in strict accordance with the daily, weekly, monthly, quarterly and annual Pool Planned Maintenance procedures (If deployed to centre with pool facilities).

Key Success and Behavioural Factors

Customers are supported to use the leisure facilities and experience friendly and professional support for staff and Staff are well trained and able to fulfil their duties in line with normal operating procedures.

The post holder demonstrates the Council's Values (We do things well, We're better together, We keep developing) and effectively perform their role.

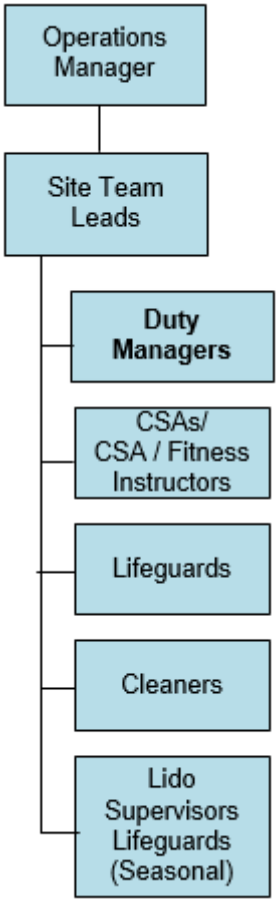
Person Specification Summary

	Essential	Desirable
Qualifications	Pool Lifeguard (if employed on pool site) First Aid at Work (all sites) *Nb: candidates may be recruited with qualifications or show willingness to complete within 6-months*	Trained Pool Plant Operator (training is mandatory at recruitment at a pool site and will be provided if not already attained) IOSH Managing safely or equivalent H&S qualification
Knowledge	Understanding of the health & fitness (leisure) agenda Understanding of the principles of health and safety at work Understanding of safeguarding and equality principles in line with relevant legislation and a leisure centre setting Understanding of the current legislation around pool plant and pool safety (for wet sites)	
Experience	Able to demonstrate experience of being customer focussed in approach Experience in supervising a team (recruitment, performance management and training) Experience in implementing operating procedures or standards of work	
Skills/Abilities	Ability to plan and prioritise resources and identify day to day problems and resolve as appropriate Ability to work under pressure and effectively manage changing work priorities Good communication skills – able to influence and motivate both customer and staff members, provide clear instruction, and handle situations and complaints with understanding and empathy Proactive and able to achieve agreed outcomes and outputs	

	Team player, able to build rapport and credibility with colleagues and customers and work together to achieve required outcomes English literacy, IT and Numeracy skills - ability to balance point of sale systems, administer payroll and HR systems and write clear communications to staff and customers	

The Job Description document is designed for guidance only, is not exhaustive and is subject to change, as per the needs of the organisation

Organisation Chart



Scope for Impact

We are a public face to the Council. Good customer services are important for the good image and reputation of the Council. The provision of a professionally run centre will benefit the customers who use the facilities. The post-holder will be working within a unit to ensure high standards of service to all customers

Safeguarding responsibilities

Teignbridge District Council believes that all children, young people and adults have the right to be safe, happy and healthy and deserve protection from abuse. The council is committed to safeguarding from harm all children, young people and adults with care and support needs using any council services and involved in any of their activities, and to treat them with respect during their dealings with the council, our partners and contractors.

As a member of the Council team, you will be responsible for treating all those children and adults with whom you come into contact while carrying out your work according to their needs and with respect, and reporting safeguarding concerns and providing any evidence required to enable necessary safeguarding action to be taken. Our safeguarding policy has more details.

Contacts

The Duty Manager will work directly with Teignbridge Council Officers, Partners, Customers, Schools, community organisations, Secondary School Teachers at all sites, Clubs and the Voluntary Sector Stakeholders and partners across Teignbridge.

Special Notes and Conditions

These posts will operate on a rotating shift system including weekends and evenings.

The postholder will be allocated a role that will principally operate from one of the Council's facilities, but there is an expectation that Duty Managers will help cover other centres, plus attend meetings and training at another centre, another Council place of work or external organisation as appropriate and required.

There is no enhancement for evening or weekend working.

Employment is subject to a Disclosure Barring Service.