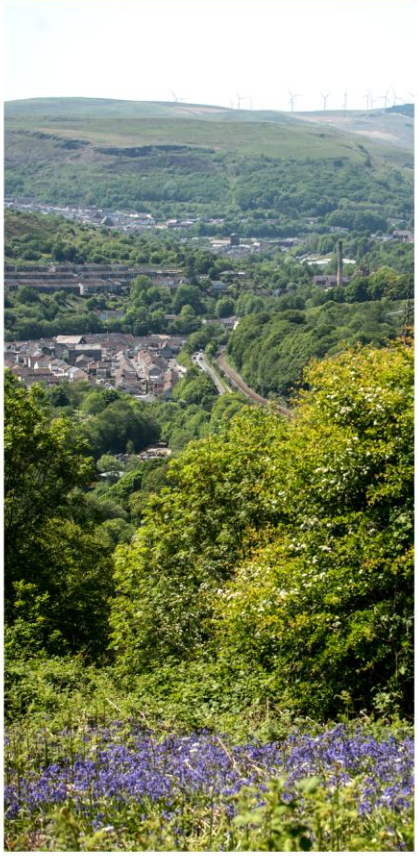
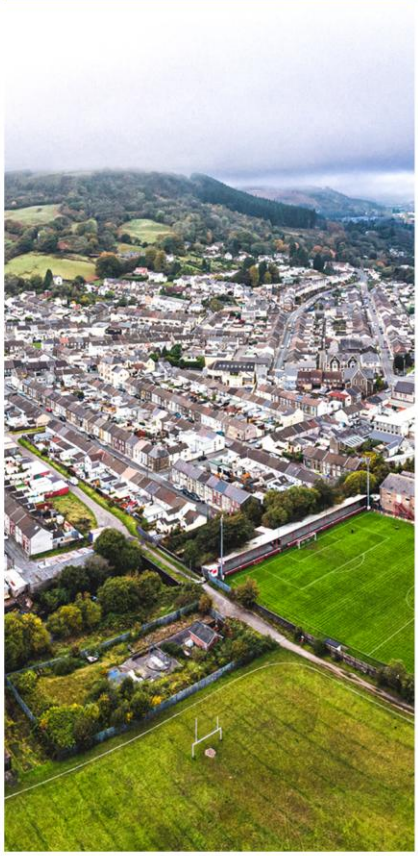
SWYDDI CYNGOR
RHONDDA CYNON TAF
COUNCIL JOBS

RHONDDA CYNON TAF







# Pecyn Gwybodaeth i Ymgeiswyr

# Candidate Information Pack

**Mae'r ddogfen hon ar gael yn Gymraeg / This document is also available in Welsh**

# JOB DESCRIPTION

# DUTY MANAGER

*Post Reference Number:*
*Date of Job Description: Aug 2024*
*Version:1*

| | |
|---|---|
| **Grade** | Grade 7 |
| **Location** | Abercynon Sports Centre, Bronwydd Swimming Pool, Hawthorn Leisure Centre, Llantrisant Leisure Centre, Rhondda Fach Leisure Centre, Rhondda Sports Centre, Tonyrefail Leisure Centre, Sobell Leisure Centre. |
| **Group** | Community & Children's Services |
| **Division** | PHP & Community Services |
| **Department/Section** | Leisure, Countryside & Culture |
| **Team/Sub Section** | Abercynon Sports Centre, Bronwydd Swimming Pool, Hawthorn Leisure Centre, Llantrisant Leisure Centre, Rhondda Fach Leisure Centre, Rhondda Sports Centre, Tonyrefail Leisure Centre |
| **Responsible to** | Recreation Manager |
| **Posts reporting to this post** | N/A |
| **DBS Required** | Yes-Enhanced |

## Why work for Rhondda Cynon Taf Council?

**Rhondda Cynon Taf Council is one of the largest Local Authorities in Wales. Our vision is for a Rhondda Cynon Taf where "All people, communities, and businesses can grow and live in a healthy, green, safe, vibrant, and inclusive County Borough where they can achieve their full potential in all aspects of their lives and work, both now and in the future"**

If you work for us, your work contributes to making a positive difference in our communities. We are committed to creating a rewarding and inclusive working environment that reflects our values and priorities.
We provide excellent induction, training, and development programmes to help you grow within your role and career. You'll be challenged and supported through new opportunities to build new and transferable skills whilst making an impact.

**Wellbeing and Work-Life Balance**
In our comprehensive Workforce Wellbeing Strategy, which recognises the many elements influencing overall wellbeing. We offer a wide range of benefits and support services to help you thrive in the workplace.

You will have access to a range of wellbeing initiatives including discounted **Leisure for life** membership**, 'Vivup Card'** for discounts on hundreds of products and services and a **Cycle to Work** scheme.

We commission an **Employee Assistance Programme** (EAP) which gives access to 24/7 wellbeing support as well as a wealth of online resources including self-help workbooks, podcasts and health assessments.

Our **pension scheme** offers competitive benefits, with additional financial savings to be had with discounts on hundreds of products and technology and car purchase schemes providing additional ways to manage personal finance, all available through the **staff benefits** platform. There are further opportunities to boost financial wellbeing by learning more via the **Salary Finance** workshops.

In addition, we support work-life balance through flexible, family friendly policies and a generous annual leave entitlement of 26 days (pro rata, increasing to 31 upon 5 years of completed service), plus 8 public holidays and the option to purchase additional annual leave (up to 10 days pro rata). Our inclusive workplace also celebrates diversity with staff networks for employees including the Allies Network, Disability and Carers network, Perthyn (LGBTQ+ Network) and Spotlight (open to Black, Asian, and minority ethnic staff).

**Please see our career pages to find out more about working for us.**

## Purpose of the post:

To assist the Recreation Manager to ensure the efficient and effective management of designated facilities.

## What you will deliver:

- The effective and efficient day-to-day operation of facilities both internally and externally.
- To assist with the co-ordination and regular review of the Centre's activity programme.
- Supervision of customers in all areas of the facility.
- Ensuring the safe supervision of all areas of the building in accordance with agreed procedures.
- To assist the Recreation Manager with the management of all staff employed on the site, including recruitment, induction, performance management, training and development, absence management, conduct etc.
- Ensuring a high level of customer service is provided at all times.
- Managing the work practices of the operational staff including the preparation of daily rotas, providing instruction, performance assessments, training and advice where necessary.
- To ensure that all staff undertake regular training to meet on-going national standards.
- To assist the Recreation Manager to ensure the national regulations and practices regarding Health and Safety for all areas of the facilities are met at all times to ensure the safety of staff, members of the public and management of contractors on site.
- Management, maintenance and operation of the pool water, testing and chemical dosing as required and the keeping of all water tests, where applicable.
- Ensuring the inspection of all plant, equipment and the building including the immediate outside areas, as per the planned schedule and the management of maintenance and cleaning as required.
- Operation of the computerised management information system as required.
- Undertaking duties in connection with the Council financial procedures including the ordering and receipt of goods and services, management and checking of stock control systems, banking the facility's income, security and issuing of floats, correct receipt and reconciliation of income at reception and café bars.

## What you will deliver:

- The implementation of the emergency operating procedures, normal operating procedures and staff handbook as required.
- The provision of statistics or information that has been recorded as part of the daily operation of the facility as requested.
- To contribute to and update the Centre's advertising information on a regular basis including noticeboards and social media.
- Attendance at meetings as and when required.
- Ensure that all quality assurance systems and procedures are adhered to and training is provided to staff where required.
- Assist in the formulation of marketing and promotional plans.
- To provide cover at other Centres within Rhondda Cynon Taf as and when required.
- The postholder will be required to be on call to respond to emergencies when the building is closed, including the holding of keys to the facility.

To undertake such other duties and responsibilities commensurate with the grade, as may be reasonably required by the Service Director, or as a mutually agreed development opportunity.

To comply with the Council's Health and Safety Policies and procedures and undertake any relevant health and safety duties in accordance with local arrangements.

To support the Council to play its part in tackling Climate Change and meeting its Carbon Reduction targets across the services it delivers and also in the goods and services it buys or commissions from other organisations.

All staff have a valuable and vital role in keeping people safe. Any person with concerns regarding the safety of a child or adult at risk, OR the behaviour of a colleague towards a child or adult at risk, has a responsibility to report this immediately. This should be done via the person's Line Manager, Designated Safeguarding Lead or contact the Cwm Taf Multi Agency Safeguarding Hub.

**THE CONTENTS OF THE DOCUMENT WILL BE SUBJECT TO REVIEW FROM TIME TO TIME IN CONSULTATION WITH THE POST HOLDER. JOB DESCRIPTIONS MAY BE AMENDED TO REFLECT AND RECORD SUCH CHANGES.**

## PERSON SPECIFICATION

**This Person Specification sets out the knowledge and/or qualifications, past experience and personal competencies that would be ideal for this particular post.**

The **Knowledge/Qualifications** and Experience sections describe what is required in terms of the technical ability that is needed to do this job successfully.

The **Competencies** section describes the kinds of non-technical skills, abilities and personal characteristics that the ideal person for this particular role would have. The competencies describe how that person would ideally work with other people and how they would approach their responsibilities.

The **Special Conditions and Professional Requirements** section describes any other qualities appropriate to the particular circumstances associated with this role.

### Knowledge / Education:

| Essential | Desirable |
|---|---|
| Current Pool Plant Certificate (wet side facilities). | IOSHH |
| Pool Lifeguard Qualification (wet side facilities). | Ability to communicate through the medium of Welsh. |
| ILM Level 3 Management & Supervision Award or equivalent | |
| First Aid at Work | |
| Defib Training | |

### Experience:

| Essential | Desirable |
|---|---|
| Managing and directing a team of staff in a similar environment. | Experience in health & safety management. |
| Managing budgets and income generation | |

## Welsh language skills:

| Essential | | Desirable | |
|---|---|---|---|
| Welsh Language Level 1 | ☒ | Welsh Language Level 2 | ☒ |
| *All employees will be required to undertake a basic Welsh Language induction to reach this level* | | Welsh Language Level 3 | ☒ |
| Welsh Language Level 2 | ☐ | Welsh Language Level 3-5 | ☒ |
| Welsh Language Level 3 | ☐ | Welsh Language Level 4 | ☒ |
| Welsh Language Level 3-5 | ☐ | Welsh Language Level 5 | ☒ |
| Welsh Language Level 4 | ☐ | | |
| Welsh Language Level 5 | ☐ | | |

For details about the levels please refer to 'The Welsh Language Skills Guidance' online: www.rctcbc.gov.uk/WelshSkills

## What skills you will use in the workplace:

| **Competency** | Supervisory |
|---|---|
| **Competency Areas** | **Competency behaviours and values** |
| **Leading and Motivating** | Has an inspiring, positive 'action focused' attitude.<br>Creates a shared attitude that is positive and enthusiastic about work. |
| **Working as a Team Member** | Has a strong positive influence on joint decisions.<br>Promotes a strong team spirit of co-operation and shared responsibility |
| **Communicating Effectively** | Actively promotes a good flow of communication to allow quick resolution of issues or queries.<br>Communicates clearly and concisely. |
| **Being Accountable** | Makes decisions that benefit the team, department, or Council as a whole. |
| **Achieving Results** | Is able to work effectively under pressure.<br>Is willing to go 'above and beyond' when necessary. |
| **Focussing on Service users.** | Provides and promotes highest standards of customer care and service.<br>Leaves customers happy with the service they have received. |

| | |
|---|---|
| **Encouraging Professional Development** | Recognises their own limitations and adapts accordingly.<br>Looks for areas for potential growth in individuals (one to one supervision / etc.) |
| **Complying with Health and Safety** | Is aware of all H&S procedures relevant to team, its responsibilities, and potential risks.<br>Ensures that staff are aware of current and potential risks, hazards and H&S issues that might affect them. |

## Special Conditions and Professional Requirements

Required to participate in a shift pattern which will include working weekends, evenings and bank holidays.

Uniform provided to be worn at all times.

Ability to cover other Centres within service as and when required.