**Job Description**

**Duty Manager**

**Level: 6 (SCP 14-17)**

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| **Responsible To:** | **Responsible For:** |
| Senior Management | Receptionists, Fitness Instructors, Sports Coaches, Cleaners, Lifeguards, group Exercise Instructors |

**About the job:**

The Duty Manager will manage the facility on a day-to-day basis ensuring all activities are delivered to a high standard with safety as the priority, ensuring compliance with all procedures and legislation as appropriate to the site. The role will involve customer interaction as well as the deployment and supervision of the centre team.

**Role:**

To ensure that the Leisure Centre is opened and closed in accordance with procedures and monitor the security of the building during all opening hours.

Responsible to the Senior Duty Manager, you will work alongside other Duty Managers to lead, direct and motivate operational staff to ensure a quality service delivery for all users.

For wetside Centres:

To operate the pool plant, ensuring Pool Water Treatment Advisory Group (PWTAG) guidance, health and safety guidance (HSG179- and internal protocols are adhered to at all times. Implementing all site-specific operating procedures in accordance with health and safety requirements This includes backwashing, balanced water testing, water quality tests and identifying and resolving pool plant problems to ensure the safety of the public and staff. Also taking delivery of hazardous chemicals and ensuring their safe storage in accordance with COSHH regulations.

Support the Senior Management Team and Health and Safety Co-ordinator to develop and periodically review site specific Pool Technical Operations Procedures, Normal Operating Procedures, Emergency Action Plan, Pool Safety Operating Procedures, safe systems of work to ensure the safety requirements, health and safety and company policies and procedures are up to date.

Support with Risk Assessments such as, Disabled Users, Young Persons or New and Expectant Mothers as required, following health and safety protocols and policies including undertaking risk assessments at a local level.

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To inspect and monitor all areas of the centre throughout the day and designate staff to routine duties as required, deploying them to respond to any issues identified. You will communicate clear instructions to ensure staff fulfil their roles in an efficient and safe manner to meet the daily requirements of the leisure centre.

To control and manage events such as accidents and emergencies and, ensure compliance with statutory requirements, health and safety and company policies and procedures. Supporting investigations as required.

Lead on the safe evacuation of the premises, co-ordinating the response to emergency situations until this can be escalated.

To administer first aid in the event of injury and as appropriate, administer CPR and/or artificial respiration, including the use of a defibrillator if necessary.

To understand the Council’s Safeguarding policy and procedures, with particular reference to identifying issues and reporting mechanisms.

Induct new recruits and support employee training. Ensuring that staff members comply with mandatory and relevant training requirements in relation to health and safety.

To undertake cash and transaction reconciliation at the end of shift and ensure cash security is maintained and financial procedures are complied with.

Attend any relevant training sessions in order to demonstrate competency within the role and maintain valid qualifications.

Use software applications such as Staffmis, Stitch, Legend and Course Pro in the daily operation of the facility and train others in the correct use of such.

Ordering and receipting services and goods using the corporate financial system in order to ensure efficient and high levels of service are provided and to avoid interruptions to normal business.

Provide accurate invoicing records of clubs and organisations on a monthly basis.

Manage annual leave requests, sickness absence cover for rotas and the weekly timesheet processes for staff under the duty manager supervision, and implement appropriate HR policies..

To assist the Senior Duty Manager in preparing the facility for Audits such as Quest and Health and Safety.

To work in a flexible manner and during unsociable hours, including evenings and weekends and on a shift rota.

To maintain a high profile throughout the facility and respond positively to customer needs,

expectations and comments and ensure excellent housekeeping is maintained by staff.

To be a keyholder, responsible for the opening and closing of the facility and ensure security including setting of alarm systems.

Undertake any other duties as required within the Centre as directed by the Senior Management team.

**Responsibilities:**

**Team:**

* You will work with your colleagues to prioritise team objectives over individual objectives.
* You will always support and respect your colleagues**.**
* You will work together to share knowledge and experiences to improve your service.
* You will participate in development activities as required.

**Corporate:**

* You will carry out your duties and responsibilities in line with the Health & Safety Policy and associated legislation.
* You will actively engage with customer care, value for money and performance management.
* Your duties will be carried out in line with our equality scheme.
* You will always be compliant with GDPR and data protection legislation.
* You will constructively participate in communication and promotional activities.

**Organisational:**

* You will be prepared to take on responsibilities and projects that may be outside of your normal work area but are relevant to your role.
* You will support an inclusive culture which provides opportunities for everyone to participate and progress.
* You will support effective relationships across all Directorates, with stakeholders and external partners to ensure the Council’s priorities and objectives are met.
* You will positively always promote and represent the Council.

**What the successful candidate will have:**

**Qualifications**

**Essential:**

* RLSS NPLQ (National Pool Lifeguard Qualification)
* ISRM Pool Plant Level 3
* IOSH Managing Health and Safety Qualification
* First Aid at Work Certificate
* Enhanced DBS

The following are also desirable:

* Level 3 Qualification in a relevant discipline
* Swimming Teacher qualification

**Experience**

* Experience in leisure industry or a service led background.
* The Duty Manager will have experience of facility management at a supervisory level and confidence in applying management systems.

**Knowledge**

* Knowledge of the leisure industry.
* Knowledge of Council policies and procedures.

**Skills & Abilities**

* Work across teams in a positive and constructive manner to achieve results.
* Excellent planning and organisation skills.
* Use of IT systems.
* Can demonstrate flexibility and adaptability to meet the needs of the customer and service.
* Customer care and excellent communication skills.
* Ability to supervise team members.

**Our Values & Behaviours**

**Customer Focused** - We listen to our communities, keeping them informed about the things that matter most to them and providing a professional and responsive service.

**Forward Thinking** - We solve difficult problems by being adaptable, resilient, and innovative.

**Working Together** - We are focused on achieving our collective goals as an organisation and we support our colleagues to deliver excellent services.

**Making a Difference** - We make a positive difference for our communities by being helpful and going the extra mile.

**Delivering Quality Services** - We strive for quality in everything we do, making sure the people of Chorley and South Ribble get the best outcome.