

Job Description

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| Position: | Duty Manager |
| Reporting to: | Sports Centre Manager |
| Responsible for: | Front of House services |
| Hours: | 36 per week |
| Salary: | £20,000 |
| Contract: | Permanent |



The Role:

To assist the Deputy Manager in the daily operation of the facility, ensuring a safe, efficient, economic and customer orientated service is provided for members and visitors at all times.

Main Duties

Staff

- You should be able to manage and develop staff efficiently to meet the operational requirement of the Centre and create dynamic, innovative, and responsive teams through open communication and management.
- You should have good communication and people skills, be a firm but fair Manager, and be able to motivate employees to greater levels of productivity.
- You will be responsible for conducting staff annual appraisals and reviews.
- You will ensure that equal opportunities are offered to all staff, members, and visitors to the centre in accordance with the Company's Equal Opportunities Policy and all relevant legislation.

Customers

- You will be available to deal with customer comments and queries whenever they arise and will endeavour to resolve the issue as soon as is reasonable. You must be able to think quickly and act decisively. Ensuring a resolution is appropriate and beneficial to all parties
- You will strive to ensure that every visitor to the Centre has a good experience and that they feel valued and welcomed.

- You will be expected to troubleshoot problems in the workplace, resolve disputes between employees and customers and always maintain a professional demeanour
- Represent the company in a professional manner and show respect and fairness for your employees and customers
- To actively promote the name of SSSL, Oxley Sports Centre and Sherborne Girls (SG) in all transactions with members and visitors.

Main Responsibilities

- To supervise the swimming pool to ensure the welfare of all pool users in accordance with the 'Pool Safety Operating Procedures' (PSOP).
- To be responsible for the security of the premises and to be available for call out as necessary.
- To maintain the security of all monies collected and held within the Centre whilst on duty, ensuring all subscriptions, fees and charges are correctly levied, collected and accounted for at all times.
- To accept delegated responsibility for the effective management and administration of the centre as agreed with the Centre Manager.
- To assist the Deputy Manager in the induction and training of staff in all operational procedures, codes of practice and health and safety, maintain records and update training as required.

Professional qualifications

- To work towards or hold the National Pool Lifeguard Qualification (NPLQ) and maintain through regular training.
- To obtain or hold your First Aid at Work certificate and maintain through regular training
- Obtain or hold your Pool Plant Operators Qualification

Extra Responsibilities

- You will be responsible for the line management of the Front of House Team and overseeing the Coffee Pod liaising with the Hospitality Manager.
- Marketing and Advertising along with the promotion of the Centre and branding – Maternity cover only with the assistance of Centre Manager.