

ROLE PROFILE & PERSON SPECIFICATION

DUTY MANAGER

1. RESPONSIBLE TO: The General/Centre/Service Manager

2. ROLE OVERVIEW:

- A Duty Manager is responsible for the day-to-day operation of the leisure centre, ensuring the health and safety of staff and customers, and guaranteeing the highest standards of service. This includes the allocation of and supervision of staff to enable the smooth operation of the facility.

3. SPECIFICALLY

3.1 Principle Responsibilities

- Ensuring the facility is prepared for use in accordance with the planned programme.
- Ensuring that all areas of the facility are maintained to the highest possible standards of safety, cleanliness, security and operational effectiveness and efficiency.
- Providing visible leadership to facility staff, ensuring they are motivated and operate at high levels of both performance and efficiency.
- Allocating, monitoring and supervising the work standards of operational staff and ensuring that staffing levels are appropriate to the programme being run.
- Contributing to managing the performance and on-going development of staff.
- Meeting the training and development requirements of own job role.
- Maintaining a clear customer focus and high visibility within the centre, proactively developing and maintaining high standards of customer care.
- Ensuring compliance with all organisational policies and procedures, including those for finance and revenue protection.
- Supporting other operational departments where appropriately qualified.
- Carrying out other specific non-operational responsibilities.
- Assisting the General Manager in implementing any Management Systems, maintaining all operational standards, records, and financial procedures in accordance with instructions and regulations.

3.2 Personal Development

- To ensure that all necessary qualifications for the post are maintained and renewed
- Keep abreast of trends and developments within leisure and health and fitness, and discuss own training and development needs with the Supervisor / Centre Manager

3.3 Other

- To administer First Aid as required
- To act in accordance with, and actively promote, GLL's policies and standards
- To undertake any other duties commensurate with the post's level of responsibility

4. PERSON SPECIFICATION

THE AIM OF GLL IS TO RECRUIT PEOPLE NOT JUST FOR JOBS BUT FOR LONG TERM CAREERS. WE WANT “BETTER PEOPLE” WITH THE RIGHT GLL BEHAVIOURS TO SUPPORT OUR BUSINESS AND WHO WILL GROW WITH US AND “ACHIEVE MORE”

FOR THESE REASONS, WE LOOK FOR EVIDENCE OF THE FOLLOWING BEHAVIOURS IN ALL POTENTIAL AND EXISTING STAFF LOOKING FOR APPOINTMENTS OR PROMOTIONS:

BELIEVE

- Demonstrates self-belief
- Shows integrity
- Committed to service excellence
- Engages with 4 pillar values

ACT

- Continuously developing
- Results driven
- Positive ‘can-do’ attitude
- Makes a difference

ENGAGE

- Team player
- Great communicator
- Leads and inspires others
- Cares about our communities

The Job demands the following blend of knowledge, skills, experience and behaviour (all are essential, unless shown otherwise, and will be assessed by Application Form and / or Interview / Assessment):

4.1 Skills

- The ability to deal with customers and their queries and concerns with tact and sensitivity
- The ability to work as part of a team
- The ability to undertake routine maintenance and cleaning

- The ability to deliver high quality service through the staff
- The ability to lead by example
- The ability to supervise, motivate, train and develop staff

4.2 Knowledge

- Appropriate professional qualifications including NPLQ, First Aid, Fitness and Pool Plant
- Leisure degree or equivalent professional qualification
- Solid business understanding and awareness
- Knowledge of Industry legislation
- Good understanding of the characteristics and qualities that customers want from leisure / health and fitness centres
- Knowledge of Health and Safety legislation and other legislation in relation to leisure centre operations
- Understanding of Standard Operating Procedures and Emergency Action Plans
- Ability to set targets, budgets, monitor expenditure contribute towards profitability

4.3 Experience

- Previous supervisory experience in leisure centre operations
- Experience of achieving results and making a difference to customers
- Experience of the budget management process

4.4 Behaviours

- A dynamic individual with a 'can do', results driven approach and attitude
- An appreciation of, and commitment to, the distinctive culture and philosophy of the organisation
- Demonstrates trust, openness and respect in dealing with people
- Flexible approach to tasks and workload

4.5 Other

- Able to work unsociable hours
- Society member (internal candidates only)
- Ability to work flexible shift patterns e.g. morning shifts, evening shifts and weekends