



Job Description		
Job Title	Sports Centre Duty Managers	
Responsible to	Sports Centre Manager	
Department	Cross-College Commercial Operations	
Purpose of job and primary objectives	<ul style="list-style-type: none"> <li>Supporting senior staff in the operational delivery of the Sports Centre facility</li> <li>Being the main point of contact and operational lead for all areas of the Sports Centre while on duty</li> </ul>	
Duties	<ul style="list-style-type: none"> <li>Operational responsibility for all aspects of the Sports Centre operations including health &amp; safety</li> <li>Operational support in the delivery of all related business activity including lifeguarding and Swim Academy</li> <li>Responsibility for overseeing all casual staff while on shift</li> <li>To provide information and tours of the facilities to prospective members, displaying high levels of quality customer service</li> <li>Day to day operation of the Legend Leisure Management system including payments, membership sign up and bookings</li> <li>Delivery of a professional communication standards through telephone and email correspondence</li> <li>To ensure all Normal Operating Procedures (NOP) are followed and if required Emergency Action Plans (EAP) are actioned</li> <li>To manage dual usage of facilities between school and commercial usage</li> <li>Responsibility for weekly auditing of the facility equipment and buildings</li> <li>To undertake and pool plant related duties and oversee maintain standards for the team</li> <li>To support the Sports Centre management in service development and diversification</li> <li>To work and oversee x 5 Duty Manager shifts each week including mornings, evenings and weekends. To include the responsibility of full open up and closing down of the Sports Centre</li> <li>To work in other areas of the Cross-College Commercial Operations department as business needs require. To include operational support and shift coverage within The Redgrave Theatre, Sports Ground, School Shop or Holiday Club</li> </ul>	

	<p><b>Equal Opportunities</b></p> <ul style="list-style-type: none"> <li>• Maintain an up to date knowledge of Equality and Diversity legislation and the organisation’s Equality and Diversity policies and procedures, in particular with regard to the recruitment and retention of staff</li> </ul> <p><b>Safeguarding</b></p> <ul style="list-style-type: none"> <li>• Maintain an up to date knowledge of Safeguarding legislation, and the College’s safeguarding policies and procedures, in particular with regard to the recruitment and retention of staff</li> </ul> <p><b>Health and Safety</b></p> <ul style="list-style-type: none"> <li>• Ensure that an up to date knowledge of Health and Safety legislation as applicable to the role is maintained and that the College’s Health and Safety policies and procedures are fully implemented and adhered to as applicable, particular with regard to the recruitment and retention of staff</li> </ul> <p><b>Professional Development</b></p> <ul style="list-style-type: none"> <li>• Maintain and update your own knowledge and skills in line with legislation and the needs of the role</li> </ul>	
--	---	--

Person Specification	Key Qualifications, Knowledge, Skills and Attitude	
Key Qualifications	<p>Desirable:</p> <ul style="list-style-type: none"> <li>• Sport &amp; Leisure Management qualification</li> <li>• Lifeguarding qualification</li> <li>• Pool plant qualification</li> <li>• First Aid at Work</li> </ul>	
Knowledge & experience required	<p>Essential:</p> <ul style="list-style-type: none"> <li>• Good working knowledge of Sport &amp; Leisure facilities</li> <li>• An understanding of NOPs &amp; EAPs, along with Health &amp; Safety in the Leisure industry</li> <li>• Experience of working within the Leisure industry</li> <li>• Experience of working within a lifeguarding environment</li> </ul> <p>Desirable:</p> <ul style="list-style-type: none"> <li>• Experience of using Legend Leisure Management system</li> </ul>	
Skills required	<p>Essential:</p> <ul style="list-style-type: none"> <li>• Evidence based decision making</li> <li>• A curiosity and ability to learn and apply new concepts quickly</li> <li>• Good critical thinking skills</li> <li>• Good IT skills</li> <li>• Customer focused</li> </ul>	

	<ul style="list-style-type: none"><li>• A strong efficient attitude towards work</li></ul>	
--	--	--

Date: 5<sup>th</sup> August 2020

Prepared by: Chris Watts