

Bramley Baths and Community Limited

Job Description

Duty Manager

Post Title: Duty Manager

Salary: c£20,413k

Hours: 37 hours per week

Annual leave entitlement: 28 days including bank holidays

Directly responsible to: Operations Manager

Post(s) for which directly responsible: Supervisor for all centre based staff

Purpose of the job:

1. To ensure the highest standards of customer service at all times.
2. To carry out a range of activities to assist in the provision of sport and leisure activities, customer service, health and safety and provide excellent customer care.
3. To effectively supervise the team and ensure the health and safety of the centre, its staff and its customers.
4. To open and close Bramley Baths, making sure cashing up and opening up and closing down procedures are followed.
5. To work with the CEO and Operations Manager on increasing usage of the centre and creating sustainable income streams.

Responsibilities:

1. To ensure that appropriate staffing levels are maintained on shift in line with Health and Safety requirements.
2. To supervise swimming pool activities, identifying potential hazards and taking appropriate action in line with the centres Standard Operating Procedures, Emergency Action Plans and National Pool Lifeguard Guidelines.
3. To administer first aid as necessary, and as appropriate to your qualification, and report accidents, injuries and incidents as per procedures.
4. To provide quality customer focussed service aimed at repeat visits which includes solving customer's comments, complaints and enquiries and increasing customer retention.
5. To carry out all duties in accordance with codes of practice, Health and Safety, COSHH, Standard Operating Procedure and Emergency Action Plan.
6. Undertake basic maintenance as required
7. To carry out general cleaning duties as per the baths requirements ensuring there is a high level of cleanliness at the baths at all times.
8. To erect and dismantle and to store equipment in line with the operational programme in a safe and methodical manner.
9. To contribute to the performance of the facility, ensuring that the centre offers the best quality of customer focused service.
10. To supervise a range of children's activities and parties ensuring compliance with current

- child protection policies and safeguarding of children and young people.
11. To ensure promotion of equal opportunities and health and safety.
 12. To undertake any other duties as directed by the CEO or Operations Manager, which may be reasonably required of you.

Relationships

The post holder will be required to maintain effective relationships with colleagues, staff, the Board of Trustees and the general public.

Physical Conditions

The post is to be based at Bramley Baths. There are stairs that have to be accessed by all staff to be able to fulfil this role. For advice on access within the building, please contact us.

Social Conditions

The post holder must work as part of a team but also must be able to work alone and under pressure when required.

Terms and Conditions:

Grade: Duty Manager

Annual Leave: 28 days per annum, including 8 statutory bank holidays.

Hours: 37 hours per week across 5 days including weekend and evening working

Employee Specification:

Detailed below are the skills, experience and knowledge that are required of applicants applying for the post. The 'Essential Requirements' indicate the minimum requirements and applicants lacking these will not be considered for the post. The points detailed under 'Desirable Requirements' are additional attributes to enable the applicant to perform the position more effectively or with little or no training. They are not essential, but may be used to distinguish between acceptable candidates.

Skills	Ess	Des	
Able to communicate effectively with a wide range of people	Yes		
Able to work with own initiative and with minimum supervision.	Yes		
Able to contribute positively to the team	Yes		
Able to prioritise and organise key duties	Yes		
Able to understand and interpret instructions	Yes		
Able to demonstrate a good level of fitness	Yes		
Able to motivate yourself and others	Yes		
Able to adapt to different work environments	Yes		

Knowledge / Qualifications	Ess	Des	
First Aid		Yes	
National Pool Plant Operators qualification		Yes	
Awareness of Health and Safety requirements	Yes		
National Pool Lifeguard qualification (NPLQ)	Yes		
Knowledge of child protection policies	Yes		
ASA Level 2 Aquatics		Yes	
Gym Instructor NVQ2 or equivalent		Yes	

Experience	ESS	DES	
Experience of working in a customer focused environment	Yes		
Experience of working in a leisure centre	Yes		
Experience of lifeguarding duties	Yes		
Experience of working in gyms		Yes	
Experience of leading a team		Yes	

Behavioural and other related characteristics			
A good understanding of and commitment to abide by the Equal Opportunities Policy	Yes		
Willing to carry out all duties having regard to an employee's responsibility under the health and safety policy.	Yes		
Able to work unsociable hours including evenings, weekends and bank holidays including emergency shift cover and short notice.	Yes		
Commitment to excellent customer care and providing a high quality service	Yes		
Commitment to staff and team environments	Yes		
Commitment to own development	Yes		