



SYLVESTRIAN
LEISURE CENTRE

JOB DESCRIPTION	
JOB TITLE	Duty Manager
DEPARTMENT/SECTION	Sylvestrian Leisure Centre (SLC)
LINE MANAGER	SLC General Manager
SAFEGUARDING	
<i>Forest School is committed to safeguarding and promoting the welfare of children.</i>	
<p>The Postholder will be required to:</p> <ul style="list-style-type: none"> • Complete an Enhanced Disclosure and Barring Service (DBS) • Complete Child Protection Training • Promote and safeguard the welfare of all children and adolescents they are responsible for, or whom they come into contact. 	
JOB SUMMARY	
<p>Sylvestrian Leisure Centre are searching for a dependable Duty Manager to perform Daytime, Evening, and weekend supervisory tasks at our established Leisure Centre. The Duty Manager should schedule employees shifts, delegate pertinent duties, and enforce our facilities policies.</p> <p>To be a successful in this post, you should commit to boosting sales by upselling and great customer service. Ultimately, a fantastic duty manager will utilize their brilliant coordination techniques to encourage departments like Lifeguards, receptionists, and Swimming teachers to perform efficiently.</p>	
KEY RESPONSIBILITIES	
<p><i>Main duties</i></p> <ul style="list-style-type: none"> • To ensure staff carry out their duties and complies with all safe systems of work and pool safety operating procedures. • To ensure the highest level of customer service is being always delivered. • To supervise centre staff on the day-to-day basis, ensuring performance potential is optimised and all work is carried out to the high standard set, and motivation and moral levels are high, utilizing the centres polices and procedures for consistent practice. • Ensure the customer comments and complaints are handled professionally, with issues being referred as and when necessary, to the appropriate member of staff. 	

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- To act in the event of the emergency in accordance with Emergency Action Procedures, (EAP's), taking responsibility for the performance of staff and the outcome of the action.
- To actively assist the Manager in the implementation of marketing initiatives.
- To ensure the Centre is opened and closed down in accordance with procedures and secured at the end of the operating hours

Management

- Communicate effectively with your team on a timely basis ensuring robust systems exist so that staff feel informed and involved.
- To have responsibility for risk management and health and safety in the workplace

Additional responsibilities

- Undertake training as necessary in line with the development of the post and agreed with your line manager
- DSL for safeguarding or child protection issues.

TERMS AND CONDITIONS

- Salary: Commensurate with role and its responsibilities
- Hours: 3-week rota averaging to 37.5 hours a week; including a weekend

FOREST SCHOOL'S POLICY AND PROCEDURE

The postholder is required to actively follow and abide by all Forest School policies and procedures including Equal Opportunities, Safer Recruitment and Child Protection, and will maintain an awareness and observation of Fire and Health & Safety Regulations

If, during the course of time, the duties and responsibilities should change, the job description will be reviewed and amended in consultation with the postholder.
The postholder will carry out any other duties as are within the scope, spirit and purpose of this job description as requested by the relevant Line Manager.

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PERSON SPECIFICATION

CRITERIA	ESSENTIAL	DESIRABLE
QUALIFICATIONS:		
<ul style="list-style-type: none"> • A valid National Pool Lifeguard Qualification (NPLQ) and able to provide the original certificate. • A valid First aid certificate by a recognised organisation • A valid Pool Plant operations Certificate or similar qualification • Level 3 award in Leisure Duty Manager or similar qualification 	<p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p>
EXPERIENCE:		
<ul style="list-style-type: none"> • 6 months experience in a similar role • Experience of leading effective communication to a team • Experience handling difficult situations and customers. 	<p>✓</p> <p>✓</p> <p>✓</p>	
KNOWLEDGE AND SKILL:		
<ul style="list-style-type: none"> • Excellent communication and interpersonal skills • Excellent organisation skills • Able to demonstrate Lifeguard skills to a high standard. • To be alert and act upon it. • To use initiative and be proactive • Professional attitude with customers and employees 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
ATTITUDES		
<ul style="list-style-type: none"> • Possess a positive attitude and approach to change and development. • Work collaboratively and effectively with others within the team • Ability to work individually and with others. • Ability to build and maintain positive, respectful relationships with customers and colleagues. • Ability to deal with difficult situations calmly and effectively. • Ability to be open minded and put forth any ideas to improve the facilities to the postholders line manager. • To be extremely observant and aim for accident prevention and early intervention. 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	

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