

JOB DESCRIPTION

JOB TITLE	Duty Manager
DEPARTMENT	Leisure Centre
LINE MANAGER	Leisure Facilities Manager

SAFEGUARDING

Forest School is committed to Safeguarding and promoting the welfare of children.

Safeguarding checks will be undertaken on all successful candidates in accordance with School policy. The safeguarding responsibilities of the post can be found in this job description and person specification.

NB The post is exempt from the Rehabilitation of Offenders Act 1974.

The postholder will be required to:

- Complete an Enhanced Disclosure and Barring Check (DBS).
- Complete Child Protection Training.
- Promote and safeguard the welfare of all children and young persons they are responsible for, or with whom they come into contact.

JOB SUMMARY

The Duty Manager is responsible for the safe, efficient, and professional operation of the leisure centre, ensuring a high-quality experience for school pupils, staff, customers, and visitors. As the senior person on duty, the role involves leading and supporting the operational team, maintaining excellent customer service standards, and ensuring compliance with health and safety, safeguarding, and facility procedures.

As a key holder, the Duty Manager is responsible for opening and closing the centre, preparing facilities for use, overseeing daily operations, and responding effectively to incidents and emergencies. The role includes supervising staff, monitoring facility standards, supporting the delivery of activities and services, and ensuring all areas of the leisure centre are safe, clean, and welcoming.

The successful candidate will demonstrate strong leadership, excellent communication skills, and the ability to remain calm under pressure while making effective decisions to maintain high standards of service, safety, and customer satisfaction across the leisure centre.

KEY RESPONSIBILITIES

Main Duties:

- Ensure all staff carry out their duties in full compliance with Safe Systems of Work and Pool Safety Operating Procedures (PSOP).

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- Always deliver and maintain exceptional customer service standards, ensuring a positive experience and high levels of customer satisfaction.
- Supervise centre staff daily, optimising performance, maintaining high operational standards, and promoting staff motivation and morale in line with centre and school policies.
- Manage customer queries, feedback, and complaints professionally and efficiently, escalating matters where appropriate.
- Take immediate and effective action in emergencies in accordance with Emergency Action Procedures (EAP), assuming control of incidents and ensuring appropriate staff response.
- Act as Fire Marshal during fire evacuations, ensuring safe and orderly evacuation of the building, conducting roll calls where required, and liaising with emergency services.
- Support the Leisure Facilities Manager in implementing marketing initiatives, promotional campaigns, open days, and community engagement activities to increase membership and usage.
- Oversee the opening and closing of the facility, ensuring all security procedures are followed and the premises are secure.
- Monitor health, safety, cleanliness, and hygiene standards across all areas, conducting regular inspections and ensuring compliance with relevant legislation (e.g. Health & Safety at Work Act, COSHH, safeguarding requirements).
- Act as the on-site Pool Operator, monitoring water quality, plant room operations, chemical dosing, and maintaining required records, taking corrective action where necessary.
- Maintain accurate and up-to-date documentation including incident reports, accident logs, water testing records, staff rotas, attendance records, and operational checklists.
- Assist in the recruitment, induction, training, and ongoing development of staff, ensuring qualifications (e.g. NPLQ, First Aid, Safeguarding) remain valid.
- Attend and successfully complete all mandatory and role-specific training, including Lifeguarding qualifications, First Aid, Safeguarding, Fire Safety, Pool Plant Operations, and any other training required to maintain professional competence.
- Ensure all equipment and facilities are safe, well-maintained, and operational, reporting and escalating maintenance issues promptly.
- Foster a positive, inclusive working environment that encourages teamwork, professionalism, and adherence to organisational values.
- Monitor facility usage, customer flow, and activity programming, making operational adjustments during peak and off-peak periods to ensure smooth service delivery.
- Provide operational cover during staff breaks or absences to ensure uninterrupted service.
- Act as Deputy Designated Safeguarding Lead (DSL), responding appropriately to safeguarding or child protection concerns in line with policy.
- Conduct gym tours, promote services, and actively upsell memberships and additional services.
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Administration/Finance:

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- Support reception operations, including cash handling, reconciliation, and banking procedures, ensuring financial accuracy and accountability.
- Enforce Health & Safety regulations and operational policies to maintain a safe environment for customers and staff.
- Assist with rota management, absence reporting, and payroll information as required.
- Monitor stock levels of chemicals, cleaning supplies, and retail items and notify the Facilities Manager of any stock needed.
- Support budget monitoring by identifying cost efficiencies and minimising waste where possible.

Additional Responsibilities

- Support performance monitoring through KPIs, customer feedback, and usage reports.
- Participate in management meetings and contribute to continuous improvement initiatives.
- Maintain continuous professional development and remain up to date with industry best practice.
- Deputise fully for the Leisure Facilities Manager and Operations Manager in their absence, assuming overall operational responsibility for the centre.
- Undertake any other reasonable duties as requested by the Leisure Facilities Manager in line with the scope of the role.

FOREST SCHOOL'S POLICY AND PROCEDURE

The postholder is required to actively follow and abide by all Forest policies and procedures including Equal Opportunities, Staff Code of Conduct, 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 line manager.

TERMS OF EMPLOYMENT

Contract Type:	Full Time
Working Hours:	The post is based on a three-week rolling rota pattern, averaging 37 hours per week across the cycle. The rota consists of: one week of daytime shifts, one week of evening shifts and one mixed week including daytime, evening, and weekend shifts
Holiday Entitlement:	The post holder will be entitled to 30 days annual leave per annum.
Additional Details:	- Support Staff are enrolled into a defined contribution scheme. Staff are required to make a minimum contribution into the scheme, amounting to 5%. The school will make a graduated employer contribution, based on length of service. - Employer death in service benefit - Support with extensive CPD opportunities.

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