

PERSON SPECIFICATION		
JOB TITLE	Duty Manager	
DEPARTMENT	Leisure Centre	
LINE MANAGER	Leisure Facilities Manager	
The successful candidate will be required to fulfil all duties as outlined in the job description. In addition to this, the candidate should possess the following competencies which are essential to this position:		
CRITERIA	ESSENTIAL	DESIRABLE
QUALICATIONS		
Possess a valid RLSS National Pool Lifeguard Qualification (NPLQ)	✓	
Possess a valid First Aid at Work certificate by a recognised organisation	✓	
Possess a valid Pool Plant Operations Certificate by a recognised organisation	✓	
Possess a Level 3 Personal Training Qualification by a recognised organisation		✓
Completed the Level 3 Leisure Duty Manager Apprenticeship or similar		✓
EXPERIENCE		
Minimum 12 months experience in a leisure or sports facility	✓	
Experience supervising or leading a team.	✓	
Experience dealing with customer complaints professionally.	✓	
Experience maintaining health and safety standards.	✓	
Experience managing staff rotas.		✓
Experience working within a school or education environment.		✓
KNOWLEDGE AND SKILL		
Excellent verbal and written communication.	✓	
Strong leadership and motivational skills.	✓	
Good understanding of pool plant operations and water testing.	✓	
Ability to prioritise workload under pressure.	✓	
Competent IT skills, including Microsoft Office.	✓	
Ability to make informed decisions in emergency situations.	✓	
PERSONAL ATTRIBUTES		
Professional and approachable.	✓	
Calm under pressure.	✓	
Reliable and punctual.	✓	
High attention to detail.	✓	
Honest with integrity.	✓	
Committed to safeguarding and promoting the welfare of children.	✓	
Passionate about delivering excellent customer service.	✓	
Able to motivate and develop colleagues.	✓	