

## **Duty Manager**

**Salary:** Scale 5, point 12 - 27 (£27,711 - £30,060 FTE) pro rata for part time contract

**Hours:** 20-25 hours per week, 52 weeks per year

**Location:** Anglian Leisure Netherhall, Queen Edith's Way, CB1 8NN

**Start date:** 1<sup>st</sup> September 2025

### **About the role:**

We are seeking an enthusiastic and committed Duty Manager to join our team at Anglian Leisure Netherhall. You will be responsible for leading operational shifts, reporting directly to the Sports Centre Manager. You will be able to motivate staff and customers and be committed to achieving the highest standards of cleanliness, maintenance, and safety, leading by example.

### **Roles and Responsibilities:**

- Organise and supervise operational staff effectively.
- Maintain the highest levels of customer service.
- Lock/Unlock the Sports Centre.
- Dealing incidents and complaints where necessary.
- Assist Sports Centre Manager with administrative, financial and promotional work.
- Ensure the Health and Safety of all customers and staff.
- Carry out inductions and personal training plans if required
- Willingness to undertake further training as required

### **Requirements - Essential:**

- Ability to lead a team as well as work independently.
- Highly organised with excellent communication skills.
- Ability to motivate and inspire others.
- A commitment to safeguarding and promoting the welfare of children



**When completing the application form the above requirements are considered essential.**

Training can be provided and if you wish to develop further upskilling and qualifications can be discussed. To find out more about the role please contact Michelle Wilson at [mwilson@anglianlearning.org](mailto:mwilson@anglianlearning.org)

**Working at Anglian Leisure is a rewarding experience.**

- Generous Pension Scheme (LGPS or Teachers' Pension Scheme depending on the role)
- Cycle to Work Salary Sacrifice Scheme
- Free membership to Anglian Learning Sports Centres
- 20 percent discount on Anglian Learning Adult Education Courses
- Professional Development Scheme Policy
- Employee Assistance Programme
- Specsavers VDU Vouchers
- Boots Flu Vouchers
- Perkbox – access a range of discounts in-store and online at nationwide shops.

**We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and we expect all staff to share this commitment and undergo appropriate checks. Therefore, all posts within the Trust are subject to an enhanced Disclosure and Barring Service check. The Trust welcomes applications from all, irrespective of gender, marital status, disability, race, age or sexual orientation.**

## About Anglian Leisure

**Anglian Leisure is the new brand of Anglian Learning's sport, fitness and leisure centres. The brand unites facilities across Anglian Learning bringing the five individual centres run by the Trust together.**

Anglian Leisure allows for greater accessibility, a better online presence and improved facilities on offer to staff, pupils and the wider community.

**The individual Centres are Anglian Leisure Bottisham, Anglian Leisure Linton, Anglian Leisure Netherhall, Anglian Leisure Sawston, and Anglian Leisure Joyce Frankland.**

The health and well-being of our local communities is a priority of Anglian Leisure, and our vision is to ensure that a variety of recreation and leisure opportunities are accessible and inclusive to a wide range of people.



## Job Description

### Sports Centre Duty Manager

**Anglian Learning is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.**

**Responsible to:** Sports Centre Manager

**Job purpose:** To be responsible for the safe and efficient running of the Sports Centre when on operational shifts, including the effective supervision of operational staff.

### Main responsibilities

<p><b>Responsible for full operational procedures on operational shifts</b></p>	<ul style="list-style-type: none"> <li>• Ensure that the Sports Centre is operated as efficiently, effectively and safely as possible, breathing the ethos of Anglian Learning and the Centre at all times.</li> <li>• Daily procedures including unlocking and securing the Centre buildings and dealing with any emergencies or incidents as necessary.</li> <li>• Demonstrate positivity, professionalism and the ability to motivate colleagues and customers.</li> <li>• Ensure standards of cleanliness are of the highest levels</li> </ul>
<p><b>To organise and supervise operational staff effectively</b></p>	<ul style="list-style-type: none"> <li>• Accountable for ensuring that operational staff are demonstrating professionalism and efficiency and undertaking tasks as outlined in the Centre's PSOP.</li> <li>• Ensure staff are deployed efficiently and effectively to offer the highest customer service levels.</li> <li>• To demonstrate exceptional management and leadership skills, acting as a role model for outstanding work ethics.</li> <li>• Ensure operational staff are fully trained to safely and efficiently undertake their duties. To assist with peer assessments and performance management reviews for</li> </ul>

	operational staff, being prepared to address any underperformance
<b>To deal with incidents, accidents and complaints where necessary</b>	<ul style="list-style-type: none"> <li>• Ensure incidents and accidents are dealt with in accordance with the Centre's PSOP.</li> <li>• Complaints should be resolved satisfactorily and professionally using knowledge and initiative.</li> </ul>
<b>To assist the Sports Centre Manager as required in the administrative, financial and promotional work of the Sports Centre</b>	<ul style="list-style-type: none"> <li>• To implement new ideas and initiatives to move the Centre forward and offer the best possible customer experience.</li> <li>• To manage the Reception Area and maintain detailed records and financial reports.</li> <li>• To assist with the planning, organisation and supervision of activities within the Centre.</li> <li>• To actively promote the Sports Centre, attend meetings and events as required and liaise with external agencies and governing bodies as necessary.</li> </ul>
<b>To carry out a daily inspection of the Sports Centre building and its facilities</b>	<ul style="list-style-type: none"> <li>• To undertake a daily inspection of the Sports Centre buildings and its facilities and to report any areas requiring repair or maintenance.</li> <li>• To manage re-stocking of vending machines if required</li> </ul>
<b>To be aware of Health and Safety regulations and the Centre's PSOP</b>	<ul style="list-style-type: none"> <li>• To comply with individual responsibilities in accordance with the role, for Health and Safety in the workplace.</li> <li>• To ensure the Health and Safety of all customers and staff.</li> <li>• To complete Health and Safety documentation as required</li> </ul>
<b>Fitness Suite/Swimming Pool duties</b>	<ul style="list-style-type: none"> <li>• To carry out inductions and personal training plans if required</li> </ul>
<b>Additional duties</b>	<ul style="list-style-type: none"> <li>• To carry out additional duties and responsibilities as requested by the Sports Centre Manager.</li> <li>• To be an active member of the College community, to support its distinctive ethos and to encourage staff to follow this example.</li> <li>• To continue personal development as required.</li> <li>• To engage actively in the performance management process.</li> </ul>

## Person Specification

### Duty Manager

Education	Essential	Desirable
GCSE in Maths and English (or equivalent qualification)		✓
Fitness Instructor Level 2 (or equivalent qualification/ experience)		✓

Experience	Essential	Desirable
Carrying out inductions and personal training plans		✓
Health and Safety monitoring of a site	✓	
Management of a small team	✓	

Professional Qualities	Essential	Desirable
A high level of organisational ability	✓	
Ability to establish productive working relationships	✓	
Excellent communication skills enabling effective liaison with a wide range of stakeholders, including staff, pupils, parents, governors, the local community and external organisations	✓	
Able to converse at ease with members of the public, understand and interpret requirements accurately, by effective listening, questioning, clarification and recording of information. To provide advice in accurate spoken English	✓	
Ability to learn quickly	✓	
Ability to work independently and as part of a team	✓	
Ability to prioritise and meet deadlines	✓	
Discreet and committed to maintaining confidentiality	✓	
Ability to lead and motivate others	✓	
A high level of literacy with the ability to proof-read and draft communications	✓	
Highly skilled in a range of office applications, such as Google GSuite (mail, sheets, docs, slides) and/or MS Office (Word, Excel, PowerPoint, Outlook)	✓	

Proficient in SIMS.net or other school management information system	✓	
Flexibility in relation to tasks carried out	✓	
Willing to undertake further training as required	✓	
An interest in education	✓	

<b>Personal Qualities</b>	<b>Essential</b>	<b>Desirable</b>
A commitment to safeguarding and promoting the welfare of children	✓	
Energy and enthusiasm	✓	
Confidence	✓	
Resilience	✓	
Good sense of humour	✓	
A sense of perspective	✓	
Ability to remain calm in difficult situations	✓	
Ability to work as part of a team	✓	
Excellent attendance and punctuality	✓	
A liking and respect for young people	✓	
Appropriate professional relationships with colleagues and children	✓	

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