



JOB DESCRIPTION

Sports Centre Duty Manager

£14.83 per hour

Main Responsibilities and Duties

- Completing shift work in accordance with the rota and business needs West Somerset College Sports Centre.
- To act as a key holder and be responsible for building security and opening and closing of the building in accordance with company procedures.
- To organise rotas for staff working at the Sports Centre, ensuring all business hours are covered and annual leave covered accordingly.
- Direct the Leisure Assistant(s) on shift ensuring instruction is in line with company and health and safety procedures.
- Undertake reception and booking duties, processing transactions and reconciliation in accordance with company procedures.
- Undertake the preparation and operation of bookings including the assembly and dismantling of sports equipment in a safe and timely manner.
- Carry out daily safety inspections of the sports facilities and equipment to ensure satisfactory operation and maintenance of safety standards.
- Responsible for the safety, health, and welfare of all employees in accordance with the Health and Safety at Work Act and related legislation and in accordance with company policies and codes of practice.
- Undertake coaching, fitness instruction and gym inductions for students/staff/community activities where suitably qualified to do so.
- Assist and supervise customers in their use of the facilities, always ensuring their safety and well-being.
- Always promote quality customer service, dealing appropriately with comments and reporting more serious issues to the Sport & Leisure Development Manager.
- Administer first aid where suitably qualified, in accordance with company procedures.
- Assist with administration and marketing tasks related to the Sports Development Centre.
- Adhere to all regulations and legislation relating to working with children.
- Be aware of equal opportunities issues, adopting a practical approach and adhering to the Equal Opportunities Policy.
- To lead and work as part of a team, maintaining professional working relationships and assisting other team members in a helpful and flexible manner.
- Undertake regular staff training.



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- To act as cover for annual leave and sickness as required.
- Undertake any reasonable request as specified by the Sport & Leisure Development Manager.
- Undertake cleaning as necessary to attain a high level of cleanliness and maintenance of safety standards.
- Represent the company when on site in the appropriate manner, including arriving and departing the site.
- Wear the appropriate uniform and comply with the staff Code of Conduct.
- Oversee an area of responsibility which may include, but not limited to block bookings, cleaning, health and safety, rotas, social media, sports development.
- Respond to Sports Centre enquires on shift in a timely manner in person, via email, social media or telephone, ensuring a high level of customer service is maintained.
- To be responsible on shift for the duty management of the Sports Development Centre to the highest standard.
- Report maintenance and premises issues and follow up accordingly.
- The post-holder may, from time to time, be required to carry out other duties commensurate with the role.



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Person Specification – Duty Manager

The selection of candidates for short-listing will be based on this specification and candidates should bear this in mind when preparing their application.

ESSENTIAL	DESIRABLE	ASSESSMENT
QUALIFICATIONS AND TRAINING		
<ul style="list-style-type: none"> • Willingness to gain qualifications in Sport and Leisure, First Aid and Safeguarding • Gym Instructor Level 2 qualified 	<ul style="list-style-type: none"> • Sport and Leisure qualifications • Level 3 Personal Trainer qualified • First Aid qualified • Safeguarding training 	<ul style="list-style-type: none"> • Application form • Certificates
EXPERIENCE		
<ul style="list-style-type: none"> • Experience of working within a leisure/customer service industry • Experience of managing staff • Experience of liaising with the public • Experience of working as part of a team • Experience of dealing with emergency situations • Use of Information Technology 	<ul style="list-style-type: none"> • Experience of using leisure booking systems 	<ul style="list-style-type: none"> • Application form • Interview
PERSONAL ATTRIBUTES		
<ul style="list-style-type: none"> • Customer service skills • Awareness of health and safety • A keen interest in sport and fitness activities • Adaptable to changing circumstances and willing to take on and generate new ideas • Energy, enthusiasm and a positive outlook • Reliable and shows integrity • Sense of humour • High level of self-motivation • Good communication skills • Willingness to do routine tasks 	<ul style="list-style-type: none"> • Willingness to go the extra mile • Able to demonstrate positive attitude to self-development and identify own training needs and goals as appropriate 	<ul style="list-style-type: none"> • Application form • Interview



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Agreed that the Job Description is a fair and accurate statement of the requirements of the job:	
Job Holder:	Date:
Line Manager:	Date:
Designated Senior Manager:	Date: