

Job Description

JOB TITLE	Duty Manager
REPORTS TO:	Swimming Pool Manager
Responsible for	Swimming teachers, lifeguards, leisure Centre attendants, receptionists and casual staff.
GRADE/HOURS	Grade H – £15.58 per hour (excluding holiday pay). Casual hours. Must be available to work at evenings and weekends.

Job Purpose

- To support the manager to achieve the safe, efficient and effective day to day operation of the centre.
- To actively manage and develop and motivate a team of operational staff.
- To be responsible for the day to day duty management and running of the leisure centre to the highest standard.
- To contribute and promote the business and budgetary performance of the centre.
- To be a proactive member of the leisure centre team.

Key relationships

- School Head
- Centre Manager
- Staff
- General public
- Centre hirers and external bodies
- Contractors

Duty Manager Main Duties

- Deputise for the manager in their absence
- To actively assist the Manager in the implementation of marketing initiatives and assist the Manager with the development of a comprehensive programme of use
- Supervise the use of facilities by organisations and individuals ensuring that high standards of safety are both maintained for both customers and staff
- Ensure high standards of customer service and communicating are maintained at all times
- Ensure that customer comments and complaints are handled professionally, with issues being referred as and when necessary, to the appropriate member of staff
- To ensure customers and hirers are provided with a safe environment and that the staff carry out their duties and comply with all safe systems of work, as defined in the Normal Operating Procedures (NOP). All plant and machinery is to be operated according to NOP.
- To act in the event of the emergency in accordance with the Emergency Action Procedures (EAP), taking responsibility for the performance of staff and the outcome of the action.
- Be responsible for the management of first aid and Emergency action and ensure that the facilities comply with Fire, health and safety and risk assessment.

- Be responsible for the day to day management and supervision of reception, cash receipts, records, stock control, bookings, payments, administration.
- Ensure that the security of the premises is maintained at all times and to be responsible for the opening and closing and locking up of the site.
- Be responsible for the operation and maintenance of the electrical, disinfection, filtration, ventilation and circulation systems and general mechanics of the plant room.
- Supervise pool lifeguards and cover poolside duties if required.
- Supervise swimming teachers and teach swimming lessons.
- Communicate effectively with your team on a timely basis ensuring robust systems exist so that staff feel informed and involved.

General

- To undertake any other duties at the request of the Manager which are commensurate with the role, including absence cover, project work, internal job rotation.
- Monthly staff training must be attended and perform competently.
- Training or meetings may be organized outside normal working hours. The post holder will be expected to attend whenever reasonably practicable.
- To contribute positively to the effectiveness and efficiency of the teams they work.

Hours of work

The duty manager posts would cover the hours of: Hours may vary

- 8.00am – 3:00pm Monday – Friday (if required)
- 3: 45pm/6.00pm – 10:00pm Monday to Friday
- All working hours on Saturday and Sunday

It would be expected that either the centre manager or duty manager will be on site during all hours of operation.

Training

It would be our expectation that duty managers are fully trained in all aspects of:

- Health and safety
- Pool maintenance and hygiene
- Lifeguarding
- Swimming Teaching
- First aid

Qualifications

The following qualifications are essential for the role. These qualifications must be kept up to date.

- RLSS UK NPLQ
- Swim England Level 1 and 2 or STA Award and Certificate
- Pool Plant Operator
- First Aid at Work

We would also seek to support duty managers in gaining other professional qualifications which enable them to successfully undertake their role.

**Person Specification
Duty Manager**

We would like to appoint a person who:	Attributes	Measurement	Essential / Desirable
KNOWLEDGE	<ul style="list-style-type: none"> • An understanding of equal opportunity issues • Health and Safety legislation • 	<p style="text-align: center;">A, I I A, I, R</p>	<p style="text-align: center;">E E E</p>
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Computer literate • Excellent communication skills • Ability to communicate with members in a polite and professional manner • Exceptional telephone manner • Customer focused • Decision maker • Staff motivator and manager • Ability to problem solve • Ability to work on own initiative, as well as part of a team • Ability to follow instructions 	<p style="text-align: center;">A, I A, I A, I A, I, R</p>	<p style="text-align: center;">E E E E E E E E E</p>
EXPERIENCE	<ul style="list-style-type: none"> • Experience of working with the general public • Excellent communication & interpersonal skills • Effective time management • Cash Handling Experience • Staff management experience • Desirable • Previous experience of working in the leisure industry • Experience of working in a customer focused environment • Experience of producing activity reports • Experience of working with phone systems 	<p style="text-align: center;">A, I, R A, I</p>	<p style="text-align: center;">E E E E E D D D D</p>
QUALIFICATIONS	<ul style="list-style-type: none"> • Minimum of 3 GCSE's or equivalent, to include Mathematics and English Language • First Aid trained / qualification 	<p style="text-align: center;">A</p>	<p style="text-align: center;">E D D</p>

	<ul style="list-style-type: none"> • Customer care qualification (NVQ) or experience • Health and Safety qualification or relevant experience • Pool Plant Certificate • Diploma or sports related degree • RLSS standard of resuscitation 		<p>D</p> <p>D</p> <p>D</p> <p>D</p>
OTHER REQUIREMENTS	<ul style="list-style-type: none"> • Flexibility • Self-motivating • Approachable • Able to take initiative • Able to work calmly under pressure 		
Safeguarding	<p>In addition to candidate's ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children including:</p> <ul style="list-style-type: none"> • Motivation to work with children and young people • Ability to form and maintain appropriate relationships and personal boundaries with children and young people. • Emotional resilience in working with challenging behaviours • Attitudes to use of authority and maintaining discipline. 		

References

The interview panel may take the opportunity to follow up any relevant issues arising from references during the interview.

A = Application Form, I = Interviews, R = References A = Application Form, I = Interviews, R = References

Kingsbury School is committed to safeguarding, promoting the welfare of children and creating a culture of vigilance and expects all staff and volunteers to share this commitment and vigilance

Safeguarding

Staff are accountable for the way in which they exercise authority, manage risk, use resources and protect students, who they are responsible for or in contact with, from discrimination and avoidable

harm. All staff, where paid or voluntary, have a duty to keep young people safe and to protect them from harm.

When an individual accepts a role that involves working with children and young people they need to understand and acknowledge that the responsibilities and trust are inherent to that role. There will be a requirement that staff observe their obligations in accordance with the Trust's safeguarding procedure and report any concerns in accordance with the procedure to the appropriate person.

Rehabilitation of Offenders Act 1974

This job is exempt from the provisions of the Rehabilitation of Offenders Act 1974. Appointment to this job is subject to an enhanced DBS disclosure being obtained, and any relevant convictions cautions and reprimands being considered. Any convictions cautions or reprimands of relevance, obtained by the post holder after enhanced DBS clearance has been acquired, must be disclosed to the headteacher by the post holder. Failure by the post holder to do so, or the obtaining by the post holder of a relevant conviction caution or reprimand, may be managed in accordance with the Trust's disciplinary procedure.

Health and Safety

The post holder is required to exercise their duty of care by taking responsibility for their own health and safety, and the health and safety of other people who may be affected by their acts or omissions (failure to act). Full guidance regarding health and safety is set out in the Trust's Health and Safety Policy, and in any risk assessments relevant to the post holder's role or circumstances. Which must be observed.

Confidentiality and Data Protection

The post holder is expected to comply with the provisions of the Data Protection Act 2018. Any information they have access to, or are responsible for, must be managed appropriately and any requirements for confidentiality and security observed. Information must not be disclosed to any person or Authority, for example a parent or the Police, without observing the correct procedure for disclosure as set out in the Trust's Data Protection Policy.

Equality and Diversity

The Trust is committed to equality and values diversity. As such the Academy is committed to fulfilling its Equality Duty obligations, and expects all staff and volunteers to share this commitment. The Duty requires the Academy to have due regard to the need to eliminate unlawful discrimination, harassment and victimisation, advance equality of opportunity and foster good relations between people who share characteristics, such as age gender, race and faith, and people who do not share them. Staff and volunteers are required to treat all people they come into contact with, with dignity and respect, and are entitled to expect this in return.

Training

The Trust has a shared responsibility with the post holder for identifying and satisfying training and development needs. The post holder is expected to actively contribute to their own continuous



professional development, and to attend and participate in any training or development activities required to assist them in undertaking their role and meeting their safeguarding and general obligations.

This job description may subject to review and/ or amendment at any time to reflect the requirements of the job. Any amendments will be made in consultation with any existing post holder and will be commensurate with the grade for the job. The post holder is expected to comply with any reasonable management requests.

Copies of all relevant policies are available through the post holder's line manager and the Trust HR team.

Job Description: Oct 2024