



JOB DESCRIPTION

JOB TITLE:	Duty Manager
GRADE:	Grade C
WORKING WEEKS/ HOURS:	52 weeks; Shift hours of work are completed over five or six days, within a 4-week rota, including evenings and weekends (av. 37 per wk)
TIMES WORKED:	Shifts
BASE:	Leisure Centre

ORGANISATIONAL ARRANGEMENTS:

Job holder: TBC

Reports to: Leisure Centre Manager

GENERAL STATEMENT

To represent Wildern Academy Trust in a positive manner and to treat all visitors with respect, courtesy, and consideration, to ensure that every effort is made to satisfy reasonable requirements and assist in the maintenance of an attractive welcoming campus.

To carry out duties correctly and promptly in a good working atmosphere and to assist in the creation of a safer environment by adhering to Health and Safety Regulations and agreed Codes of Practice for Wildern Academy Trust employees. Attendance at training courses may be required as part of professional updating.

JOB PURPOSE

Duty Manager with responsibility for the Fitness Suite and Member Retention. (Responsibilities can change to meet developing needs of the Leisure Centre and to enable effective CPD)

RESPONSIBILITIES/ACCOUNTABILITIES:

- In consultation with the Leisure Centre Manager (LCM) to oversee the use and staffing of the Leisure Centre and to assume the role of Leisure Centre Duty Manager to ensure the smooth running of the sports and community facilities and programme on an operational day to day basis.
- Ensure that the School Site and Leisure Facilities are open to the public at the correct times and that they are locked and secure at the end of each day.
- Be responsible for the Marketing Plan and producing both internal and external marketing materials.
- To maintain the Leisure Centre Website and Social Media sites ensuring that the information is accurate and up to date, using these for marketing purposes and making changes as necessary.
- Assist with the organisation of special events, activities including membership retention and the ongoing development of the Leisure Centre.
- Liaise with the Leisure Centre Manager to suggest future programme ideas / enhancements for the Leisure Centre.

- To support the performance of Wildern Swim School and assist with administration duties where applicable.
- To administrate Children's Sports Courses I.e. Swimming and Multi Sports and ensure payments, renewals and records are kept up to date.
- To promote the Wildern Leisure Centre brand.
- To be responsible for the development of the Fitness Classes including promotion.
- To continually investigate and implement new ideas in order to aid membership retention and to implement and co-ordinate the membership retention programme to ensure attrition targets met.
- To ensure Fitness suite is clean and presentable to customers at all times whilst on duty and to implement cleaning schedule.
- To provide good quality relevant information for users in the form of displays and handouts etc.
- To organise Member Fitness Challenges and events and to promote and encourage participation.
- Be responsible for the day to day management of the health and fitness facilities (fitness suite and multi use hall) and programme and staff under the direction of the Leisure Centre Manager. This includes managing health and safety, cleanliness and promoting membership sales and increasing usage through promotion, advertising and membership sales – delivering sales and brand awareness targets as set by the Leisure Centre Manager within prescribed deadlines.
- Maintain required standards of service, safety, security, cleanliness and presentation within the Centre and fitness facilities through implementation of agreed procedures.
- Supervise Leisure Centre Assistants and other staff as directed by the Leisure Centre Manager and provide appropriate providing training as required.
- Promote good public and staff relations.
- Prepare projects and reports under the direction of the Leisure Centre Manager.
- Assess training/development needs of staff in line with business objectives and liaise with Management as to any recommendations for staff training.
- To ensure that the centre and its activities run on time and that facilities are ready for use at the users given time.
- Ensure the site is attractive to users by supporting the site staff in any necessary removal of pupils/children/adults that should not be present.
- The Duty Manager will report directly to the Leisure Centre Manager. Supervision will be mainly in the form of personal contact and informal meetings.
- Comply with the communication plan to manage shift change over periods and keep all staff informed of developments and changes within the centre.
- Keep the Leisure Centre Manager informed of issues and potential problems when and where appropriate.
- Comply with all procedures set up by the Finance Office and required for audit purposes.
- Cash up at the end of each day ensuring the till balances. Prepare income for banking including completion of necessary banking slips in accordance with Finance Office procedures.
- Ensure the income stored in the safe is no greater than the agreed limit for insurance purposes, informing the Finance Office of banking ready for collection.
- Maintain float supplied by Finance Office.
- Such other duties as may be reasonably allocated or directed within the purview of the post.
- Any reasonable request made by the Senior Leadership Team.

NOTES

- The School and site is open between the hours of 5.00am and 10.30pm and Support Staff may be asked to carry out their duties during these hours in order to meet the operational needs of the school. Those staff who may be asked to work outside these times will have a note to that effect in their job description.
- Hours of work/designated lunch times may be subject to change for operational reasons.
- Hours of work are expected to be completed over five days, within a 7 day rota, including evenings, weekends and including shift rotation. If necessary you will be required to vary such hours to meet service needs and be requested to meet the operational needs of the centre.

- The post requires the holder to work unsociable hours. These include additional hours during school holiday periods, bank holidays and over Christmas and to cover staff absence / holidays. Time in lieu will be offered for additional hours with the prior consent of the Leisure Centre Manager.
 - All applications for leave of absence, claims for additional hours, changes to published hours of working, etc. should be agreed and processed via the Leisure Centre Manager, HR Manager and Headteacher to enable records to be kept.
 - Holidays can be taken during term time. Dates will be agreed in consultation with the Leisure Centre Manager/Assistant Headteacher.
 - Health and Safety: As a member of staff you are responsible for the safety and welfare of any staff under your direct control, and you must therefore have knowledge of the School's Health and Safety Policy and relevant instructions to your area of work. Any matter, which you consider requires attention in this respect, is your responsibility to report following the correct procedures, or to the Health and Safety Manager.
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FLEXIBILITY STATEMENT

The content of this Job Description represents an outline of the post only and is therefore not a precise catalogue of duties and responsibilities. The Job Description is therefore intended to be flexible and is subject to review and amendment in the light of changing circumstances, following consultation with the post holder.

PERFORMANCE REVIEW (IPP)

All support staff undertake an annual Individual Performance Planning cycle (IPP) in line with school policy and practice. This post holder's IPP would be line managed and undertaken by the Leisure Centre Operations Manager.

Date Prepared: 25th January 2023

Prepared By: HR Department

Date Reviewed:

Reviewed By: