

BRADFIELD COLLEGE
JOB DESCRIPTION

JOB TITLE: Duty Manager **REPORTS TO:** Sports Complex Manager

DEPARTMENT: Sports Complex **DATE:** April 2021

This Job Description is neither final nor exclusive and the range of tasks would embrace many incidents and situations, which are not stated, but require initiative and common sense to be applied.

JOB PURPOSE:

The Duty Manager is responsible for the day-to-day operation of the whole complex. You will form part of the duty shift rota, which covers the entirety of the opening hours of the complex. You will be expected to take sole responsibility for the facility when acting as Duty Manager. Training will be provided in this instance and reference should be made to the Duty Staff Operating Manual.

PRINCIPAL ACCOUNTABILITIES:

Shift Management:

- a) To be responsible for the opening and closing the building ensuring all opening and closing checks are completed and that the building is alarmed and secure.
- b) To ensure the preparation and setting up of all sports equipment as required by the booking programme.
- c) To oversee and organise all duty staff i.e cleaners, coaches and lifeguards to ensure the highest standards of presentation and professionalism throughout the complex.
- d) To oversee the work of the Recreation Assistants and his/her specific responsibilities.
- e) To have thorough knowledge of all products and systems, including the EZ-Runner booking system and Technogym fitness equipment so you can be helpful to all visitors to the facility.
- f) To be responsible to the Manager for the day-to-day operation of the swimming pool plant and its maintenance.
- g) To assist the Recreation Assistants with regular daily clean and deep cleans of the wet side changing rooms and other areas of the Sports Complex.

Administrative:

- h) To assist the Manager in the selling of memberships to encourage participation by individuals, groups and companies.
- i) To assist the Manager in the development, preparation and delivery of an activity programme.
- j) To support reception staff in meeting customer expectations and be competent in dealing with customer enquiries.
- k) To assist the Manager in the control of energy expenditure.
- l) To assist the Manager in working towards the overall financial objectives as issued in the annual budget.

Safety of Site:

- m) To act as Health and Safety Officer for the site whilst on duty and to ensure that the complex complies with these regulations as detailed in the Health and Safety Manual for the facility.
- n) To be prepared to carry out routine maintenance of sports equipment and to inform the Operations manager of such actions especially when further maintenance is required to ensure adequate Health and Safety.
- o) To be the first member of staff called to react to any accidents that may require first aid and to treat and then record appropriately.
- p) On hearing any alarm within the complex to react to it and carry out the building evacuation if required in line with the Emergency Evacuation Plan.

Other:

- q) Any other duties as deemed suitable by the Manager including duties within the Indoor Tennis Centre & Bodie Squash Courts.

SKILLS:

- a) A current NPLQ certificate is required as it is essential for the Duty Manager to be qualified to act as a lifeguard as required by the duty rota.
- b) A current first aid certificate is desirable as the Duty Manager is required to act as first aider whenever acting as Shift Manager or on the premises outside working hours.
- c) Good communication skills are required to liaise with other team members to ensure smooth handover at end of shift.
- d) Good customer service skills are necessary for dealing with members and visitors to the centre.

EXPERIENCE:

- a) Previous experience of Duty Management within a customer-focused environment is desirable.
- b) Alternatively, previous experience as a Recreation/Leisure Assistant within the leisure industry would be considered.
- c) Some experience of staff supervision and goal setting are required.
- d) Some experience of pool plant operation is desirable.

The post-holder of this post may perform other related duties as negotiated to meet the on-going needs of the College, and due to the College continually evolving and progressing may be amended at any time, in conjunction with the post-holder, to allow for improvements to the levels of care and the protocols by which the College functions.

You should revert to your individual responsibilities as defined in the Health & Safety Manual and ensure you are competent to implement them and agree to abide by them. Your health, safety and welfare at work are protected by law. Your employer has a duty to protect you and to keep you informed about health and safety. You have a responsibility to look after yourself and others. If there is a problem, discuss it with your employer or the College's Health & Safety Manager.

Safeguarding

Bradfield College is committed to safeguarding and promoting the welfare of children, and applicants must be willing to undergo child protection screening as part of their application. This includes submitting an enhanced Disclosure and Barring Service (DBS) Certificate prior to employment, registration of the DBS Update Service and checks with past employers.

Disclosure and Barring Service, references and right to work in the UK

As Bradfield College is registered to ask 'exempted questions' under the Rehabilitation of Offenders Act 1974, successful applicants will be subject to the required and satisfactory DBS (Disclosure and Barring Service) clearances before the appointment is confirmed.

This post is also subject to receipt of written references which must be satisfactory to Bradfield College.

Successful applicants will need to provide confirmation of permission to work in the UK. Please note that under the Immigration Asylum and Nationality Act 2006, Bradfield College has an obligation to ensure applicants have the right to work in the UK prior to commencement of employment (this is carried out at the interview stage; if applicants fail to produce the required genuine documents prior to commencement of work for the College, or if it is found that those documents do not meet the legal requirement, an offer of employment will be withdrawn).