

SCARBOROUGH BOROUGH COUNCIL



Job Specification

Tourism and Culture Services

Post No. TC0101

Designation: **Assistant Manager (*Whitby Leisure Centre*)**

Date approved by Human Resources Committee: 23 November 2004

Effective from: 1 December 2004

Job Activities:

Responsible to the Whitby Leisure Centre Manager for the following duties:-

1. To assist the Manager in the day-to-day operation and administration of the Centre. Co-ordination and implementation of programme development and delivery.
2. Liaising with clubs and customer groups in a pro-active manner.
3. Marketing of facilities including carrying out market research with customers and non-users.
4. Assist the Manager with the Quest quality control system.
5. Implementation of customer care and quality service policies, including resolving customer enquiries and complaints.
6. Creating awareness of, and selling additional services to customers.
7. Management of staff, including motivation, communication, development, standards of behaviour, presentation and work..
8. Assisting with staff training.
9. Being visibly available for staff and customers during opening hours and meeting their requirements.
10. Staff rostering to meet financial targets, including relieving staff in emergencies and undertaking their duties, as required.
11. Monitoring and reporting on business targets, in your specific area of responsibility.
12. Operation of financial procedures and controls.
13. Recording and monitoring of admissions and income.

14. Day-to-day building management, i.e. security, cleanliness and maintenance, to be checked and recorded according to procedures.
15. Customer and staff safety. Ensuring that established emergency procedures are adhered to.
16. Keeping the peace; dealing with disturbances and, if necessary, taking steps to remove anyone causing a nuisance to other customers.
17. Ensuring that all Council and service procedures are adhered to by the staff.
18. Assisting and co-operating, as required, in the staging of special events and functions at any of the sites managed by the Leisure Services.
19. Assisting, as required, with customer tuition and classes according to personal skills and current level of personal development.
20. Undertaking training and personal development highlighted through appraisal.
21. Ensuring that the established opening hours are adhered to.
22. The Assistant Manager will be expected to fill a Duty Manager role which will involve some evening and weekend work on a rota basis.
23. Wearing and looking after a uniform.
24. Undertaking such other duties as the Manager shall from time to time require.

This is not a complete statement of all duties and responsibilities of this post. It contains only the facts necessary to rate this standard job at the resultant responsibility level.