



01.11.17

**Title:** Duty Manager JD PS

## Duty Manager Job Description

### Post

Duty Manager

### Reports to

Head Of Operations

### Responsible for:

Daily operational Staff (i.e. Lifeguards, Café, Reception, Gym Instructors, Swimming Teachers etc.)

### Liases with:

Head of Operations, Finance Manager, Office/HR Manager Duty Wellness Manager, Duty Managers Employee Representatives, members of the public, contractors, vendors, and other partner organisations/ governing bodies.

## 1. The Role

- To support the Head of Operations in the first class delivery of leisure services to the communities of Formby and beyond
- To provide the day to day management function at the Centre in an effective, economic, efficient and safe manner
- To support the Head of Operations in income generation for the Trust in order to develop services provided to our customers
- To be the first point of contact for all customer related issues concerning the Centre
- To support the Head of Operations in maximizing income generation for the Trust by assisting in the development of Swim School
- To meet the key performance indicators set out at the beginning of each financial year
- Responsible for budget management

## 2. Main Responsibilities & Duties



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### **Sales and Marketing**

- To oversee and meet monthly sales and attrition targets
- To oversee meet re-enrolment targets
- Take prompt remedial action where targets are not met
- To monitor individual Reception Admin Support performance of sales and provide regular reports`
- To co-ordinate with Reception line manager and agree sales targets
- Raise general awareness of new courses, classes and activities related to Swim School.

### **Swim School Management**

- To ensure and monitor the smooth movement of swimmers within the programme via continuous assessment
- To ensure the delivery of an excellent swimming programme
- To monitor and measure instructors performance via a suite of KPIs
- To perform continuous performance assessments of instructors
- To approve schemes of work and lesson plans for use during each course.
- To oversee the instructors weekly admin meetings are met in co-ordination with the Reception admin support assistant, take appropriate action on outcomes of meetings.
- To plan, review and deliver the Learn to Swimming programme in accordance with the ASA on a daily basis.
- To address the needs of the swimmers and teachers on a daily basis
- Ensure the feedback of customers is met with excellent customer service.
- Plan and organise staff rotas to ensure continuous delivery of all planned lessons is met
- Discuss and resolve operational issues with individual instructors and take appropriate action for under-performance/non-compliance within department.
- Prepare and lead Swim School instructors' staff meeting and discuss KPIs with team members
- To meet and exceed overall occupancy targets.
- Meet and Exceed agreed income targets

### **Swim School Development**

- Identify, write, implement and review swim school related policies and procedures
- Work with the National Governing body of Sport to ensure that all developments are in line with their guidance
- Develop and maintain relationships with external partners, such as Big Wave Solutions and ASA (agree Service Level Agreement and PPP)



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- Identify key areas for growth and development i.e. new classes/premium lessons etc.
- Programme the pool timetable to both meet the needs of the swim school and other pool related activities.
- Identify areas to meet and exceed customer expectations.
- Write review and deliver aquatics strategic plan.
- Produce monthly department reports on performance for the Head of Service

### **Budget Management**

- Work towards meeting Swim School turnover
- Achieve and exceed agreed financial Targets as agreed at budget meetings
- Responsible for all spending within budget department:
  - Staff Training Budget (CPD)
  - Resources and Equipment
  - Staffing Costs
- Responsible for overall budget performance
- Produce reports based on financial information
- Monitor regular financial performance
- Attend regular monthly meetings with finance manager to discuss performance.

### **Line Management Responsibilities**

- Directly manage all Swimming Instructors
- Manage performance of staff within department via the appraisal system, setting key work objectives and targets, monitor performance, provide regular feedback and
  - Implement and maintain self-assessments
  - Implement and maintain peer-assessments
  - Conduct lesson evaluations and manager-assessments
- Manage attendance of staff, deal with all discipline and grievance issues.
- Ensure all new staff receive a thorough induction in accordance with the Trust policy and manage the probationary period in accordance with Trust policy

### **Recruitment and Selection of Staff**

- To lead on the recruitment and selection of staff within Swim School following Trust procedures and protocols
- Ensure that staff are recruited and selected in line with the Trust's recruitment and selection policy

### **Resource Management**

- To ensure the required level of suitably qualified and trained staff are on duty at all times to maintain the advertised range of services to users



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- Arrange necessary facility cover if required
- Lead staff by example, coaching and provision of development opportunities for staff
- Manage attendance of staff, deal with all grievance and disciplinary issues in line with Trust Policies and Procedures
- Performance manage staff by monitoring performance, providing regular feedback and utilisation of the Trust's appraisal system
- To be responsible for the collection, security and banking of all income in accordance with the trusts financial regulations
- Maintain effective budgetary management within allocated budget

### **Facilities Management**

- To assist in the upkeep and maintenance of the building by carrying out daily inspections of all areas, allocate tasks as required and be responsible for their efficient, effective and safe performance of staff during duty hours. Carry out necessary inspections of the equipment and complete any required paperwork
- Assist in the letting of facilities by liaising with clubs, organisations and individuals
- Attend functions and events as necessary to ensure that the terms and conditions of hire are complied with
- Manage facility in accordance with all documented Policies and Procedures
- To assist in the administration of the facility, including maintenance of records, correspondence, ordering and safe custody of supplies.
- To ensure all users and staff comply with all laws, bylaws, regulations and rules of management. In emergencies to comply with all agreed emergency procedures.
- Plant Management Responsibilities
  - Maintain and monitor documented pool plant requirements
  - Perform regular pool tests and act accordingly

### **Employee Relations**

Assist the Head of Operations to support management on employee relations including:

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- Holding regular staff meetings
- To represent the Trust at formal employee relations meetings as required
- Attending management team meeting with the Head of Operations
- Implementation of organisational change as advised
- Correct application of disciplinary, grievance, harassment, capability procedures
- Absence management



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### **HR Systems, Information and Record Keeping**

- To assist in the administration of Human Resource issues
- Ensure that all HR documentation is maintained and treated as confidential in line with the Data Protection Act
- Take management responsibility for the accuracy, consistency and timeliness of all documentation relating to employee movements and pay
- Monitor and record staff absences ensuring policies are followed
- Ensure accurate maintenance of staff holiday records
- Ensure all pay forms, timesheets are quality checked and approved before submission within deadline
- To maintain customer records in compliance with the Data Protection Act

### **Management Information**

- To provide information, reports and statistics as may be required by the Head of Service and or the Trustees of Formby Pool Trust
- Provide weekly reports of all customer comments or complaints regarding Swim School and detail what action has been taken

### **Learning and Development**

- To assist in the training of all operational staff within the facility
- To ensure all staff attend mandatory training as required by the Trust and to report incidences of non conformance
- To attend any external or internal courses appropriate to this post as directed by the Head of Operations

### **Lifeguard Competency Tests:**

- Complete a competency test every month on those lifeguards who have not attended Lifeguard Training in compliance with FPT's 100% rule.

### **Marketing**

- To assist in the preparation of courses and activities to provide a wide range of opportunities for the local community
- To lead on the marketing of swim school.
- To assist in the marketing of the centre. To provide information, advice and guidance to customers on the availability of facilities. Deal with telephone and personal caller enquiries as required.

### **Customer Service**



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- To ensure the highest level of customer satisfaction in providing a safe, clean and comfortable environment
- Undertake front of house duties as required

### **Continuous Professional Development and Service Improvement**

- Maintain lifeguard certificate and attend any mandatory training to keep skills up to date
- To support the implementation of the Quest quality scheme

### **General Duties**

- To act as a key holder for the building and be responsible for the security, opening and closing of the building
- Work outside normal working hours to accommodate special events, training and to provide staff cover
- Undertake pool supervision duties, when required, operate pool plant and undertake water tests
- Undertake Leisure Attendant and Reception duties as and when required

### **Health & Safety**

- Provide assistance to the Head of Operations in the promotion and implementation of the Trust's Health and Safety policies and procedures.
- Take line management responsibility for the well-being of the Swimming Teachers
- Attend Health & Safety meetings as required
- To report any accidents, incidents, dangerous occurrences or threats to the health and safety of staff immediately following the centres procedures.
- Take all reasonable care for your own health and safety and that of other people affected by your work activities. To make yourself aware of, and cooperate with, FPT's Health and Safety policy and procedures.
- Ensure compliance with all statutory obligations concerning Health, Safety, Welfare and Environmental Protection. In implementing FPT's Health and Safety policy managers will: Identify the tasks undertaken by employees make and as necessary review, a written assessment of the risks those tasks present to employees and others affected by their work activities. Implement appropriate measures to control those risks. Ensure consultation with Safety Representatives as required by legislation, in particular, before the introduction of any measures at the workplace that may substantially affect the health and safety of all employees.

### **Equality & Diversity**



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- Ensure that the Trust's equality and diversity policies and procedures are actively promoted in all areas of the work of the section.

### **Risk Management**

- Successful risk management is every member of staff's responsibility and everyone has a role in carrying out appropriate Risk Management by contributing to risk identification, assessment and control exercises.

### **Head of Operations Support**

- Assist the Head of Operations to develop & review the Swim School strategic plan, lead on implementation within designated areas.

### **General Conditions**

- This job description is a representative document. Other reasonably similar duties may be allocated from time to time commensurate with the general character of the post and it's grading.
- This post is subject to enhanced disclosure.



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## Person Specification Duty Manager

|                      | Essential  | Desirable  | Method of Assessment |
|----------------------|--|--|----------------------|
| <b>Qualification</b> | RLSS NPLQ<br><br>First Aid at Work certificate   | Degree in a related discipline (such as Sports Science or Sports Studies).<br>IMSPA/City & Guilds Higher Professional Diploma<br><br>Pool Plant<br><br>ASA Level 2 | AP                   |
| <b>Experience</b>    | At least 6 months' experience working in a supervisory role with line management responsibility within a leisure centre  | Experience of report writing to senior management  | AP                   |
| <b>Skills</b>        | Excellent communication skills both verbal and written<br><br>Well honed planning and organisational skills<br><br>Excellent IT skills using all Microsoft packages including Excel and PowerPoint |  | AP/I                 |





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|-------------------------|---|--|--------------------|
| <p><b>Abilities</b></p> | <p>Motivates and encourages others to achieve targets and works towards common goals</p> <p>High degree of initiative, resourcefulness, flexibility and a self-motivating approach to achieve both business objectives and personal success in order to succeed as a Duty Manager</p> <p>Ability to develop and deliver training to staff</p> |  | <p>AP/I</p>        |
| <p><b>Other</b></p>     | <p>Must be able to work out of hours as required</p>  | <p>Use of car for business purposes with full, valid driving licence</p> | <p>I</p> <p>AP</p> |