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| C:\Users\chemv\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.Outlook\H1CSI443\bluecoats logo recruitment.jpg**JOB DESCRIPTION** |
| Job Title: | Duty Manager | Department: | Operations |
| Salary range: | Within a range of £16000-£18000 per annum | Reports to: | Assistant Manager |
| Position type: (eg full-time, part-time, casual) | Full-time | Direct reports: | All operational staff |
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| **Key Competency areas** |
| All job roles at the Club have four key competency areas which define the way we behave and contribute to the success of the business: **Customer Service**Make customers feel valued by listening and responding in the appropriate timeframe. We may not know all of the answers to the questions but we will go the extra mile to find them out. We understand that our customers and our colleagues all have something in common with ourselves, we all are all human and share feelings so it is important to treat each other as you would expect to be treated.**Leadership**We all aim to be leaders and to inspire others.  We lead by example and understand that our effectiveness as Leaders is governed by the actions that we take and how these actions are viewed by internal and external customers.  All staff strive to set a positive example in their daily lives. **Communication**We understand that positive communication and using honest appreciation of other achievements in a variety of formats is essential to successful leadership.  Being a good listener and being able to talk in terms of the other person’s interest is key to understanding customer needs and outlining expectations.**Commercial Understanding**We understand that all decisions impact the business and we continually assess how they affect customer service, our ability to lead by example and the effectiveness of how we communicate our expectations.   We understand the importance of each action and ensure that no opportunity is wasted.  |
| **Job Description**  |
| To manage a shift team in an effective manner ensuring the Club is safe, clean and presentable at all times whilst delivering a high quality of service and customer care.* Work as part of a team in a busy dual use Health & Fitness Club with a high degree of customer service focus.
* Attend and assist with staff training on a regular basis as well as maintaining an up to date training record.
* Report to the Assistant Manager with any relevant information and assist communication with the rest of the team.
* To manage daily banking and financial procedures.
* Ensure daily procedures and standards are met and followed.
* Ensure Child Protection Procedures are undertaken appropriately at all times and with specific regard to the segregation of members and CH pupils within changing facilities.
* Ensure the overall safety and security of the building including its opening and closure.
* Ensure a safe environment exists in the swimming pool and to carry out pool tests and rectify report and/or take appropriate action to ensure the safety of bathers.
* Assist in personnel and membership enquiries.
* Ensure that till reconciliations are carried out efficiently and correctly.
* Deal with and manage any incident or emergency completing the relevant documentation, notifying the necessary people.
* Check all areas of the building on a regular basis correcting or reporting faults or maintenance tasks as necessary and taking any other action as may be deemed appropriate.
* Check all areas of the building on a regular basis to ensure cleanliness at all times.
* Check all shifts are covered at least 3 days in advance and arrange cover for sickness.
* Ensure that activities have the correct equipment available and are set up and taken down when required.
* To proactively produce daily tasks and work lists in addition to the Standard Checklists, to improve overall standards of facilities and service.
* Liaise with and manage all staff, setting tasks and ensuring that they fulfill their duties correctly and efficiently.
* To assist the Receptionist and other staff as necessary and particularly during busy periods.
* To complete a shift checklist and pass on all relevant information to the following Duty Manager.
* To plan and co-ordinate small events and functions when required.
* To conduct meetings and help with organising and running staff training sessions, including highlighting staff who must attend and communicating details of training to attendees.
* To proactively develop all operational staff, providing mentoring and guidance to raise standards of performance across all levels of the operational team.
* To complete tours and membership price presentations as and when required. To play and integral role within the sales function; completing tours and membership price presentation and dealing with membership enquiries through to completion.

Observe Health and Safety and Fire regulations.Comply with Company policies.Attend staff meetings and training as required.Safeguard and promote the welfare of children and young people by ensuring adherence to relevant Club procedures.**Person Specification:**A good general education up to at least GCSE standard. |
| **Essential qualifications required:**National Pool Lifeguard Qualification |
| **Date last updated:**  | Date: January 2016 |
| **Updated reviewed by: HR/LM/Individual** |  |