

JOB DESCRIPTION

TITLE: Duty Manager Golf and Athletics

RESPONSIBLE TO: Assistant Manager Community & Outreach

GRADE: MC

STARTING SALARY: £30,027 per annum

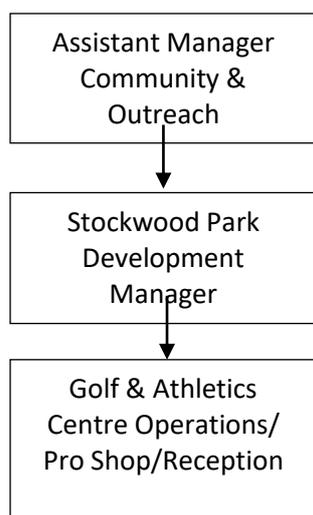
PURPOSE OF POST:

Support the management team to ensure the smooth day to day running of the golf and athletics facilities, including employees and service provision.

Be responsible for creating and implementing a development strategy ensuring maximum usage and income through a comprehensive programme that reaches all customers and potential customers.

Ensure all maintenance, health & safety and administrative tasks are dealt with promptly and accurately.

ORGANISATION CHART:



PRINCIPAL RESPONSIBILITIES:

1. In consultation with managers undertake all duties including administration in support of the daily operation of the facility, ensuring that quality standards are met, budgets are achieved, and that the operation meets the highest standards of health and safety. 30%

2. Responsible for the day-to-day management of employees, including the on-site Golf Professional, within the facility including development, training, appraisals, supervision, and performance management. Responsible for the recruitment, induction, probation, and development of employees. 30%

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| 3. | Develop and continually improve the organisation, services, programme, systems, and procedures of the facilities. Support marketing and administration functions to maximise performance, driving income and secondary spend and ensure the ongoing promotion of customer care and satisfaction. | 15% |
| 4. | Monitor the work of the shifts and contribute to the cleanliness, security and Health & Safety and ensure adherence to specified standards and take appropriate prompt and corrective action. | 10% |
| 5. | Undertake duties to maintain security of the building (including alarm call-outs), and its contents maintaining the operation of financial procedures, maintenance of audit trails, security and accuracy of administration of income received on-site, centre floats, petty cash and stock in accordance with the Financial Regulations. | 10% |
| 6. | Represent the facilities in operational matters, provide information and co-operate with internal and external bodies and represent the interests of the centre and Active Luton. | 5% |

DIMENSIONS:

Supervisory Management:	Facility staff
Financial Resources:	Floats, petty cash and stock
Physical Resources:	The facilities and contents of the leisure site
Other:	Deal with user enquiries, complex complaints, and provide quality services and facilities.

CONTEXT:

This post will monitor all aspects of Health and Safety of the public and employees on site and ensure compliance with Normal Operating Procedures, Emergency Action Plans, 'Lone Working Procedures', Management Guidelines, Control Procedures, Financial Regulations, Health & Safety Procedures and any current quality control of Active Luton procedures applicable and national and international legislation where relevant to leisure.

The post will ensure the consistency of service delivery across Golf & Athletics Centre.

There may be a need on occasion to provide cover or to work at another leisure centre sites in order that services to customers can be adequately provided and maintained.

The post holder will, at the direction of managers, perform enquiries, investigations, and development projects, which in some way will benefit the Facilities or the business.

Training

The post holder must undertake internal and external training as/when required and specified, in order to meet the professional needs of Active Luton and continuing professional development of the individual.

Physical Effort

The post holder will be required to move equipment (sometimes awkward and heavy) and take in deliveries when required. This requirement may be undertaken several times each day.

Working Environment

The post holder will, at times, be subject to a cold and/or wet environment. Working in these conditions will be for specific purposes and will be occasional.

Safeguarding

Active Luton is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all team members to share this commitment.

Disclosure & Barring Service (redirected from Criminal Records Bureau)

Because of the nature of this job, it will be necessary for the appropriate level of criminal record disclosure to be undertaken. Therefore, it is essential in making your application you disclose whether you have any pending charges, convictions, bind-overs or cautions and, if so, for which offences. This post will be exempt from the provisions of Section 4 (2) of the Rehabilitation of Offenders 1974 (Exemptions) (Amendments) Order 1986. Therefore, applicants are not entitled to withhold information about convictions which for other purposes are 'spent' under the provision of the Act, and, in the event of the employment being taken up, any failure to disclose such convictions will result in dismissal or disciplinary action by the Authority. The fact that a pending charge, conviction, bind-over or caution has been recorded against you will not necessarily debar you from consideration for this appointment.

Person Specification: Duty Manager – Golf & Athletics

This acts as selection criteria and gives an outline of the types of person and the characteristics required to do the job.

Essential (E) :- without which candidate would be rejected

Desirable (D):- useful for choosing between two good candidates.

Please make sure, when completing your application form, you give <u>clear examples</u> of how you meet the <u>essential and desirable</u> criteria.				
Attributes	Essential	How Measured	Desirable	How Measured
Experience	Demonstrable experience of working in a leisure environment and managing employees and facilities.	1, 2	Experience of working at athletics and/or golf centre.	1, 2
	Demonstrable experience of marketing and promotion of services of facilities.	1, 2		
Skills/Abilities	Able to analyse and interpret usage and performance data.	1, 2, 3	Able to use word processing and spreadsheet packages.	1, 2
	Able to deal politely and tactfully with a wide range of people and be able to influence others.	1, 2	Able to write factual reports.	1, 2
	Able to meet conflicting work demands, targets and deadlines.	1, 2, 3		
	Able to plan, organise and control workloads, in conjunction with others in the team.	1, 2		
	Able to use own initiative within defined procedures and to accurately follow and complete audit trails.	1, 2		
	Able to balance and record cash and card receipts.	1, 2		
	Able to converse with ease with members of the public and provide effective help or advice in accurate and fluent spoken English.	1, 2		
Equality Issues	Able to identify some types of discrimination that commonly exist.	1, 2		
	Able to identify when discrimination is taking place in service delivery or in the workplace and the ability to effectively operate Active Luton's Equalities Policy.	1, 2		

Specialist Knowledge	Sound knowledge of Health & Safety and Safeguarding regulations in relation Centre operation.	1, 2		
Education and Training	Level 3 First Aid Qualification HSE First aid at work certificate or able to obtain within 6 months.	1, 2, 4		
	NVQ 3 Management Certificate or equivalent supervisory management certificate or equivalent relevant experience.	1, 2, 4		
	Internal/external training as prescribed by Active Luton must be undertaken on a regular basis to ensure continuity of skills, abilities, and qualifications.	1, 2, 4		
Other Requirements	Able to work flexibly, including evenings and weekends, and to be called out in the event of an emergency arising outside normal working hours (frequency as required).	1, 2		
	Physically able to perform all aspects of the post which includes manual handling of some heavy equipment.	1, 2		

(1 = Application Form 2 = Interview 3 = Test 4 = Proof of Qualification 5 = Practical Exercise)

We will consider any reasonable adjustments under the terms of the Equality Act (2010) to enable an applicant with a disability (as defined under the Act) to meet the requirements of the post.

The job-holder will ensure that Active Luton's policies are reflected in all aspects of his/her work, in particular those relating to:

- (i) Equal Opportunities
- (ii) Health and Safety
- (iii) Data Protection Act (2018) and General Data Protection Regulation (2018)