



Job Title: Sports Centre Duty Manager

Department: Stonyhurst Sports Centre

Line Manager: Sports Centre Operations Manager

Key Tasks and Responsibilities

- To be responsible for the operational management and day to day running of the Sports Centre, under the guidance of the Sports Centre Operations Manager
- To deputise for the Sports Centre Operations Manager in their absence and when appropriate
- To support the Sports Centre Operations Manager with daily tasks and management of workload which may include staff rotas, usage timetabling and software management
- Develop effective working relationships with all stakeholders both internally across the campus and with external bodies
- With the support of the Sports Centre Operations Manager, manage the external swimming programme, including timetabling, lesson structures, payment and booking administration
- Ensuring the appropriate Health and Safety standards are met at all times, including ensuring compliance with all relevant Health and Safety legislation and that relevant staff training is kept up to date
- To ensure all customer complaints are dealt with professionally and within specified timescales
- Be commercially aware of opportunities to maximise income potential and to monitor relevant revenue streams including external facility bookings and memberships
- To effectively supervise staff whilst on duty and motivate colleagues and ensure the efficient and effective operation of the centre.
- Maintain excellent levels of customer service. Continually monitor the safety and welfare of students, staff and customers within the centre and ensure the correct behaviour and use of facilities by all users.
- Maintain and deliver the highest levels of safety, cleanliness and maintenance standards, with particular adherence to risk assessments, health and safety, security and COSHH.
- Ensure normal operating procedures are implemented as required including plant maintenance, water quality testing and stock rotation
- Implement Emergency Action Plans as necessary. This may include centre evacuation, pool bather rescues and administering first aid. In the absence of the Sports Centre Operations Manager, you will be responsible for the supervision and safety of centre users

- To Advise: Through direct supervision of on-duty staff the correct delivery of systems, processes and procedures relevant to specific individual job roles
- To Produce: Processing financial transactions and cash reconciliation and accepting bookings in compliance with HDC Audit regulations.
- To undertake any other appropriate tasks commensurate with the role

Person Specification

Qualifications/Knowledge

Essential

- National Pool Lifeguard
- First Aid Certificate
- Experience of working in the leisure industry
- Educated to GCSE standard or equivalent

Desirable

- Pool Plant Operator or willingness to undertake training
- Fitness Instructor or Swim Teacher

Skills and Experience

Essential

- Experience of working within a Leisure/Sports Centre as Duty Manager/Assistant Manager or equivalent
- Awareness and understanding of all aspects of Health and Safety and compliance with regulations
- To have excellent organisational skills, with keen attention to detail
- To have excellent communication skills, both written and verbal
- To have good interpersonal skills and work well in a team
- Able to manage time well, prioritise and recognise urgent tasks
- Supervision and management of staff and the ability to motivate and encourage a team
- To be presentable and have experience of working in a customer facing role
- To have a confident, but also warm and welcoming manner with students, colleagues, and the public
- To be able to cope under the pressure of a busy centre, always remaining calm and professional
- To be flexible and hard working
- Self-motivated and reliable individual with a pro-active approach to work
- To be discreet, tactful, approachable and diplomatic
- Have excellent knowledge of Microsoft Office (Word, Excel, Access and Outlook)
- To be comfortable working with online booking and management software system. Relevant training will be provided
- To be committed to the safeguarding and welfare of children and young people
- To be in sympathy with the Stonyhurst ethos and tradition and be able to support the ideals of the mission statement

You may be required to undertake any other duties including Health & Safety and compliance within your capabilities and as maybe reasonably required.

This job description illustrates the main responsibilities of the job and is not exhaustive.

Stonyhurst and Stonyhurst St. Mary's Hall are committed to safeguarding and promoting the welfare of children and young people and expect all staff and volunteers to share this commitment.

The successful candidate will be subject to an enhanced DBS check.