

Woodley Town Council

JOB DESCRIPTION

Job title:	DUTY MANAGER - (FULL TIME) WOODFORD PARK LEISURE CENTRE
Responsible to:	Leisure Services Manager
Hours of work:	37 hours per week (inc. fixed morning, evening and weekend shifts)
Job scope:	To assist the Sports Team in the day-to-day running of Woodford Park Leisure Centre and to take on the responsibilities of the Duty Manager whilst on shift.
NOTE:	The post is based at Woodford Park Leisure Centre, however the post holder may be required to work at any other Woodley Town Council site whilst on duty.

MAIN DUTIES:

1. To act as the Duty Manager whilst on shift and to deal with any problems that arise.
2. To regularly check the building and equipment within and report any defects.
3. To set up and take down equipment for bookings and activities as required.
4. To be responsible for the security of the building, equipment and cash whilst on shift.
5. To take control of the building evacuation procedure in the event of the fire alarm sounding (and to lead the evacuation whilst on shift).
6. To ensure high standards of cleanliness and tidiness throughout the building at all times.
7. To deal with enquires and bookings and to assist in reception as required.
8. To handle any problems arising from customers and the general public (inc. complaints).
9. To complete regular cleaning and checking of the gym and equipment within.
10. To perform regular maintenance on the 3G pitch (including operating of the tractor).
11. Willingness to work flexibly in response to changing organisational requirements.
12. To assist the Sports Team with the running and organisation of sports / exercise sessions.
13. To undertake any other reasonable duties as required by the Leisure Services Manager.
14. To act in accordance with Woodley Town Council's Health and Safety Policies at all times.

PERSON SPECIFICATION

Job title: **DUTY MANAGER (FULL TIME)**
WOODFORD PARK LEISURE CENTRE

Responsible to: Leisure Services Manager

Job scope: To assist the Sports Team in the day-to-day running of Woodford Park Leisure Centre and to take on the responsibilities of the Duty Manager when on shift.

Essential	Desirable
Experience <ul style="list-style-type: none"> • Experience of working with customers • Experience of working within a team 	<ul style="list-style-type: none"> • Experience of working within a leisure centre • Experience of working as a Duty Manager / supervisor
Skills <ul style="list-style-type: none"> • Ability to work as part of a team • Good customer care skills and a customer focussed approach to work • Positive and friendly persona • Ability to work using own initiative 	<ul style="list-style-type: none"> • Good IT skills; including Word, Excel and Publisher • Ability to positively promote and sell the centre and its activities • Strong numerical and literacy skills
Knowledge <ul style="list-style-type: none"> • Basic knowledge of health and safety procedures and policies 	<ul style="list-style-type: none"> • Good knowledge of cash handling and banking procedures
Education and Qualifications <ul style="list-style-type: none"> • Good standard GCSE level education (or equivalent), including a pass or higher in mathematics 	<ul style="list-style-type: none"> • First Aid qualification • Level 2 fitness qualification
Other <ul style="list-style-type: none"> • Willingness to work a variety of shift times and days, including evening and weekend shifts and cover other shifts 	<ul style="list-style-type: none"> • Willingness to work flexibly in response to changing organisational requirements