

LIBERTY LEISURE

JOB DESCRIPTION

Post No & Job Title:	Duty Manager/Supervisor
Grade:	Grade 7
Responsible to:	Assistant Manager
Responsible for:	Cleaners, Leisure Assistants, Receptionists
Job Objective:	Supervision of activities, facilities, staff and resources for the safe and efficient operation of the leisure centre. Maintenance of the building, grounds, all plant and equipment.

Main Duties and Responsibilities:

1. Ensure the smooth day to day operation of the Leisure Centre when Duty Manager, including:
 - a. Responsible for the smooth running of daily Leisure Centre operations ensuring adherence to Normal Operating Procedures & Emergency Action Plans.
 - b. Supervision of employees to ensure customers are provided with a safe environment.
 - c. Plan and allocate work to employees, ensuring that tasks are performed to the required levels of proficiency, quality and safety in conjunction with all relevant safe systems of work.
 - d. Control the conduct of the public to ensure their safety.
 - e. Ensure suitable and trained personnel are available during opening hours.
 - f. Supervision of reception staff including reconciliation and safe handling of all monies received.
 - g. Maintain effective records of stocks and goods ordered.
 - h. Designated key holder for opening, closing and security of the building.
 - i. Completion of appropriate records and statistics.
 - j. Maintaining excellent standards of Customer Care.
 - k. Delivering and maintaining accurate records of site specific training session.
2. Implement the Service Delivery Plan for the Leisure Centre within corporate guidelines, striving to achieve the targets and fulfilling the aims and objectives of the Company.
3. To provide hands on practical support to all members of staff on duty.
4. Supervision and management of Leisure Centre employees, including conducting personal development reviews, attendance management, performance management, training and instruction, health and safety, risk assessments, D.D.A compliance and other employment matters in conjunction with the Assistant Leisure Centre Manager.

5. Provide cover for Assistant Managers as necessary, taking on their duties and responsibilities as appropriate.
6. Available for call-outs to the Centre in connection with alarm activations and emergency planning in times of rest centre working.
7. Represent the Leisure Centre as appropriate when meeting representatives, visitors, contractors and other external organisations on site.
8. Any other relevant duties that may be required by the Centre Manager.

DESIGNATED CAR USER

A designated car user status has not been attached to this post.

SPECIAL CONDITIONS

Duties include work during the evenings and weekends

The post will require the post holder to apply for an Enhanced (DBS) Disclosure. The disclosure will include details of any criminal convictions. Cautions, reprimands and final warnings and your application is required for the purpose of asking an exempted question under the terms of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 and that the checks requested are in accordance with the relevant legislation.

RESTRICTIONS

This is not a politically restricted post.

This post is subject to exemption with reference to the Rehabilitation of Offenders Act 1974.

NOTE

The above job description sets out the main responsibilities of Supervisor/ Duty Manager, Bramcote Leisure Centre but should not be regarded as an exhaustive list of the duties that may be required. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the post holder during the Personal Development Review process.

All employees are expected to maintain a high standard of service delivery and to uphold the Company's policies in accordance with equality and diversity standards, and health and safety standards, and to participate in training activities necessary to their job.

In addition to the above the post holder will also be responsible for ensuring that:

- a) All necessary paperwork is carried out.
- b) All duties will be carried out in working conditions normally inherent in the particular job.
- c) A uniform will be supplied and must be worn at all times when on duty the uniform must be kept clean and worn in good condition.
- d) Some duties may involve working with classified dangerous chemicals and all COSHH regulations and agreed local procedures must be followed.
- e) All duties must be carried out to comply with:
 - i) The Health and Safety Act 1974
 - ii) Acts of Parliament Statutory Instruments and Regulations and Other Legal requirements.
 - iii) Nationally and locally agreed codes of practice.