

TORFAEN LEISURE TRUST BEHAVIOURAL CONTRACT



Position Details

Position Title: Assistant Duty Manager

Rate: £23,000 per annum pro rata

Section/Unit: Operations

Location: Fairwater Leisure Centre

Responsible To: General Manager

Responsible For: Centre Staff

Date Issued: 26/08/2021

Closing Date: 01/09/2021

Job Purpose

We are looking for an experienced leisure professional with strong leadership skills to drive forward the operation and service delivery at our sites. As Assistant Duty Manager, you will be responsible for day to day operational management of the centre whilst on shift, including programming, staff supervision, health and safety, cleanliness and ensuring first class customer service at all times. As an Assistant Customer Experience Manager, you will be required to work a flexible shift pattern outside normal hours, including evenings, weekends and public holidays.

Principal Accountabilities and Responsibilities

- To ensure all wet and dry activities are set up in timely manner and run according to programme making sure activities are delivered safely and effectively.
- Ensure that our centres are compliant, using our compliance system 'Ops Pal'
- Lifeguard poolside when required.
- To ensure the safety of customers whilst they use the centre at all times following all relevant guidelines, regulations and procedures.
- To ensure all pool safety / operating procedures are in place and adhered to.
- To complete all necessary shift paperwork as required and maintain all appropriate records, systems, and financial processes in accordance with standard operating procedures.
- To maintain exceptional standards of cleanliness inside and outside the building at all times.
- Assist management to continuously improve energy utilisation.
- To keep records of all maintenance, repairs and tests of plant and equipment carried out.
- To provide hands on support and leadership of any area of the operation as required.
- Meet all Health & Safety requirements, including but not limited to fire evacuation, COSHH etc.
- To supervise operational staff effectively to ensure a quality service.
- Pro-actively anticipate customer feedback whenever possible in addition to handling customer complaints, concerns and comments ensuring customer satisfaction through ownership and resolution of issues.
- To support management with the supervision of events programme

Resources/Equipment/Material

- Responsible for the accuracy of data relating to the IT/Gladstone systems relevant to the work of the team.
- Responsible for ensuring the safekeeping of office and Reception equipment relevant to the work of the team.

Supervision/Management of People

Sports Assistants, Cleaners, Leisure Concierge and any other staff on shift, in the absence of their Line Manager.

Knowledge, Skills, Training and Experience

The successful Team Leader will have:

- First Aid at Work Certificate (training available).
- Pool lifeguard qualification.
- Pool Plant Operators Certificate (training available).
- Supervisory experience in the hospitality or service industry.
- Understanding of relevant health and safety legislation.
- Excellent verbal communication skills, including the ability to influence and persuade.
- Intermediate Microsoft Office skills.
- Good numerical and written skills.

Special Working Conditions

- The post holder will be expected to manage and prioritise work commitments.
- The post holder may be required to work some evening and weekend working.

General

- To observe confidentiality in all aspects of work and to comply with the data protection Act 2018 and the new General Data Protection Regulations GDPR
- To demonstrate a willingness to undertake training development and learning opportunities to improve skills.
- Comply with and support others to observe Health and Safety Act 1974 procedures and processes.
- To work within the Trust's policy and procedures in respect of equal opportunity, anti-discriminatory and anti-oppressive practices.
- To accept that this job description may be periodically subject to review.
- To undertake any other duties and/or times of work as may be reasonably required of you, commensurate with your grade or general level of responsibility within the organisation, at your place of work or based in any other establishment.

PERSON SPECIFICATION

Please note you will need to meet the essential Criterion to be invited for interview.

Requirements	Selection Method		
	Essential or Desirable	Score	Tested at Interview and/or Application Form
Education/Qualifications/Knowledge			
1.1 4 GCSE's Grade A-C including Maths and English or relevant experience	D		Application form / Interview
1.2 Current Pool Plant Operators Certificate.	D		Application form / Interview
1.3 First Aid at Work Certificate	D		Application form / Interview
1.4 Knowledge of Health & Safety Legislation	E		Application form / Interview
1.5 Pool lifeguard qualification NPLQ	E		Application form / Interview
Experience			
2.1 Experience of working in the Leisure Sector in a Customer facing role.	E		Application form / Interview
2.2 A minimum of 2 years experience in Team Leader / supervisory role in a similar environment	D		Application form / Interview
2.3 Experience of working with outside organisations to deliver services	D		Application form / Interview
2.4 Experience of Computer Operating systems	E		Interview
2.5 Knowledge and experience of the services provided by the Trust	E		Interview
Skills and Abilities			
3.1 Ability to prioritise workload to ensure that deadlines are met	E		Interview
3.2 Ability to provide input to create new procedures to improve service delivery	E		Interview
3.3 Ability to communicate effectively to a variety of audiences including Staff and Customers	E		Application form / Interview
Personal Attributes			
4.1 Excellent organisational skills	E		Application form /Interview
4.2 Ability to work using own initiative	E		Interview
4.3 Ability to be discreet and maintain confidentiality at all times	E		Interview
Circumstances			
5.1 Able to travel independently between centres	E		Interview
5.2 Able to work evenings, weekends and Bank Holidays	E		Interview
Total Short Listing Score			

Score key: 0 = Not Met Criteria 1 = Fully Met Criteria