



THE LEARNING ALLIANCE

JOB DESCRIPTION

JOB TITLE	Duty Manager	GRADE
RESPONSIBLE TO/FOR	See Organisation Structure	5

BASIC JOB PURPOSE

Manage the smooth operation of the leisure facilities during the shift pattern and ensure that an effective and efficient service is given to the public at all times.

MAIN RESPONSIBILITIES

1	Direct and co-ordinate staff and resources to deliver safe, effective, high quality services, assessing and responding to the need of the local communities
2	Help and support customers with any queries they may have
3	Monitor the operation of the leisure facilities to ensure the implementation of safe operating procedures for both staff and the public
4	Monitor working practices to ensure proper and appropriate procedures are being followed in respect of maintenance, cleaning and customer. Liaise with the Assistant Manager and Site Manager on any recommendations in respect of facility or equipment improvements, repairs or replacements and general customer service improvements
5	Motivate, develop and be responsible for the staff whilst on shift
6	Oversee cash handling and other income collection procedures to ensure all staff and service points fully comply with the Trusts financial regulations
7	Monitor programmes and activities highlighting underperforming areas to the Assistant Manager to ensure good financial performance, including suggesting innovative means for maximising income
8	Actively contribute to the promotion of the leisure facilities and services offered at all service points and assist with developing agreed programmes of promotional events and marketing activities in liaison with the Assistant Manager
9	Manage the bookings and enquiries and dealing with accordingly
Notwithstanding the detail in this job description, the jobholder will undertake such work as may be determined as necessary by the Trust.	

Signed: Job Holder

Date:

Signed: 

Date:01.07.2021...

Director of Human Resources