

**DUTY MANAGER
PERSON SPECIFICATION**

FACTOR	Essential	Desirable
QUALIFICATION	<p>Current first aid at work qualification.</p> <p>5 GCSE's or equivalent including Maths & English.</p>	<p>Supervisor / Management qualification (NVQ level 3)</p> <p>Hold a relevant H&S qualification</p> <p>ECDL Qualification</p> <p>Manual handling certificate</p>
EXPERIENCE	Duty Manager experience within a multi purpose leisure facility.	
KNOWLEDGE	<p>Good understanding of health & safety and ability to follow safe operating procedures.</p> <p>Good customer care skills.</p> <p>Understanding of the organisation / facilities to assist in providing excellent service delivery to customers.</p> <p>An understanding of the technical operations within the centre (building heating & ventilation systems).</p>	
SKILLS AND ABILITIES	<p>Good leadership & motivational skills</p> <p>Good communication skills to assist in directing & coordinating centre staff and dealing with representatives of other organisations, partners and members of the general public.</p>	

	<p>Good numeracy skills (experience in income & expenditure management)</p> <p>I.T. literate (competent in the use of Microsoft Office).</p> <p>Ability to implement new ideas and processes.</p> <p>Good organisational skills.</p> <p>Show ability to work under pressure and encourage staff within a pressurised environment.</p>	
PERSONAL QUALITIES	<p>Strong communication, interpersonal, planning and organisational skills.</p> <p>Conscientious, reliable and honest.</p> <p>A willingness to learn and develop.</p>	Commitment to, and ability to promote equality of opportunity
MOTIVATION	<p>Be self motivated, receptive to new ideas and have the ability to motivate others.</p>	
WORK REQUIREMENTS	<p>Flexible working week, available evening and week-ends.</p> <p>Be compliant with The Learning Alliance procedures / working practices.</p> <p>Ensure all confidential information is maintained / stored in a secure environment.</p>	