

JOB PACK AS11

DUTY MANAGER (two posts)



APPLICATIONS WILL BE REVIEWED ON RECEIPT





Contents

<u>PAGE 03</u>	<u>Message From The Director of Finance & Operations, Justin Hodges</u>
<u>PAGE 04</u>	<u>Benefits (Support Staff)</u>
<u>PAGE 06</u>	<u>Job Description</u>
<u>PAGE 09</u>	<u>Person Specific Criteria</u>
<u>PAGE 11</u>	<u>How to Apply</u>

Message from the Director of Finance & Operations, Justin Hodges

Thank you for your interest in the Abingdon Foundation. I am delighted that you are considering working here. As a member of the support staff you would play a pivotal role in supporting the school to deliver the very best academic, pastoral and Other Half opportunities to our students.

Please take some time to look at our website, abingdon.org.uk, as this will tell you a lot about us and give you a taste of the atmosphere. The Abingdon Foundation is a community of some 1300 students across Abingdon Prep and Senior Schools. Boarding is available from 13+ and boarding houses are full with around 150 boarders. Our sixth form has around 360 students and we employ around 400 teachers and support staff across the Foundation. The Board of Governors oversees the whole Foundation.

Our Schools occupy large and beautiful campuses. The facilities are excellent with recent significant developments including newly renovated and extended boarding accommodation and a state of the art dining pavilion. Other recent developments include a dedicated Sixth Form Centre, library, Art department and Science Centre. New facilities for Economics and Business Studies; and Computer Science opened in 2020, alongside two additional houserooms for the students. We have also recently added to our extensive sport facilities - both at Tilsley Park and on the school campus - these offer some of the best sport resources in the area. The Foundation benefits from a continuous refurbishment and development plan, adding further impressive facilities to a very well-resourced organisation that also prioritises sustainable development. In May 2024, the Abingdon Foundation announced its decision to move to co-education. Girls have already joined our Pre-Prep, and will be welcomed to Years 3 to 6 at our Prep School from September 2025. From September 2026, our Senior School will welcome girls to our First Year (11+) and Sixth Form (16+) entry points; and to our Third Year (13+) from September 2028.

We may be over 760 years old but we are a forward-looking, dynamic school. There is pride and commitment amongst those who work here and we always look for high calibre professionals to join us. I hope that you might see yourself joining this happy and purposeful community.



A handwritten signature in black ink that reads "Justin Hodges".

Justin Hodges
Director of Finance & Operations

Benefits (Support Staff)

Annual leave

Full time staff benefit from 25 days paid annual leave (plus eight statutory bank holidays). The entitlement is pro rata for staff working part time all year round. Entitlement for staff working part year (term time only /term time plus) will be specified in the 'Hours of Work' section of the Job Description.

In most departments, there is a requirement that annual leave is taken during school holidays unless otherwise agreed with the relevant line manager.

Employee Assistance Programme

The Abingdon Foundation provides staff with a range of benefits to support them in everyday life including an Employee Assistance Programme (EAP) and a Health Risk Assessment (HRA) tool.

Sports Centre Membership

Members of staff have free access to the gym and swimming pool at agreed times. Staff are entitled to a discounted membership of Abingdon Sports and Leisure Club that allows them to attend exercise classes free of charge. Further details are available from the Sports Centre.

Closure Days

The School's Christmas Closure Policy provides up to four guaranteed closure days, adjusted yearly based on bank holiday placement. Term-time-plus support staff may receive up to two discretionary days off (one day for those working 0.5 FTE or less) in lieu of Christmas closure days.

The arrangements for Tilsley Park staff are tailored to meet the centre's unique requirements of daily operation, as mandated by contractual obligations. Each year, if Oxfordshire County Council grants approval, Tilsley Park will observe the same Christmas closure days as the rest of the Abingdon Foundation. If this approval is not obtained, staff will be compensated with time off in lieu of these days.

Parking

Free parking and bike storage for staff is available on site on a first come first served basis.

Cycle to Work Scheme

The school operates a Cycle to Work Scheme for eligible staff. Further details are available on request.





Foundation Grant

Qualifying permanent* employees are eligible for a discount (of up to 25% for full-time staff, pro-rata for part-time staff) on tuition fees for their own children attending Abingdon School or Abingdon Prep in accordance with the School's "Foundation Grants Policy". Admission and entry to either School is subject to availability and satisfactory achievement in the admission requirements. If you consider that a Foundation Grant may be relevant we warmly encourage you to request a copy of this policy.

Death in Service

All support staff aged between 18 and 75 are members of the Abingdon Foundation Death in Service Scheme. This scheme is managed by Legal & General and in the event of death a benefit of three times annual salary will be paid.

Private Healthcare

Permanent* employees are eligible to benefit from free private health insurance (taxable as a benefit in kind).

Pension

The Abingdon Foundation runs a group personal pension scheme into which new staff are automatically enrolled on their first day of employment. The contribution rates are 3% employee and 6% employer.

In addition to the School's auto-enrolment pension scheme there is an enhanced support staff pension scheme (money purchase) which staff can voluntarily join whereby the contribution rates are 6.4% employee and 14.1% employer. These rates may be varied from time to time as the Governors see fit.

Super Camps

Currently staff are entitled to a discount on school holiday courses for children with Super Camps. Childcare vouchers can be used as payment. Further information is available from their website www.supercamps.co.uk

** Permanent employees are considered to be staff working under a contract of employment of more than a year's duration.*

Job Description

The Role

Location: Tilsley Park or Abingdon Sports Centre

Department: Abingdon Sports Enterprises Ltd (ASE)

Reports to: Deputy Manager

The Duty Manager is responsible for managing a small team and operating the facility in a safe and efficient manner at either Tilsley Park or Abingdon Sports Centre, ensuring that all policies and procedures are fully implemented. The health and safety of all the customers is of paramount importance and regular training will be undertaken as required.

This is a hands-on role which requires liaising directly with customers and therefore a friendly demeanour and effective communication is essential.

The role largely involves working with the general public, clubs and organisations. During term time the role also involves working with the school PE department. Tilsley Park also hosts a number of events throughout the year from athletics competitions to hockey festivals. Effective communication with all stakeholders is essential.

The postholder will work on a shift rota which includes early and late shifts and weekends.

The Department

Abingdon School Enterprises Limited (trading as Abingdon Sports and Leisure “ASE”) plays a pivotal role in supporting the school both operationally and commercially through management of the Foundation’s sport and leisure facilities including the Sports Centre, Tilsley Park, and Amey Theatre.

The Sports Centre offers high quality facilities which includes an 8-lane 25m swimming pool, sports hall, studio, two squash courts, strength and conditioning gym, hospitality suite, classroom and climbing wall.

Membership packages are available and there is an extensive activity programme which includes exercise classes, swim school, and junior courses. The centre has effective partnerships with Abingdon Vale Swimming Club, Oxfordshire Cricket and SuperCamps.

Tilsley Park is an outdoor facility that offers excellent sports pitches, including a full sized 3G pitch (suitable for football, rugby and American Football), 7v7 pitch (which can be subdivided into three 5v5 pitches), three 5v5 pitches, two full sized hockey pitches and an athletics track. It also offers an indoor spin studio, bar and meeting room.

Tilsley is a very busy facility, particularly in the evenings, and hosts a number of large athletics events, the Abingdon marathon and American Football fixtures.

The Amey Theatre commercial bookings operate under ASE and offers a 450 seat theatre with 8 x 5m screen for live screenings, along with a wide range of meeting spaces. The Pavilion is a new addition to the facility and provides a high quality multi purpose space for hospitality and events.

Duties & Responsibilities

The duties and responsibilities highlighted in this job description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post. Duties will include, but not be limited to:

Team Working

- To be an enthusiastic and supportive team member, working closely and effectively with all other members of ASE staff and the school PE department, including lifeguards (Sports Centre only), sports coaches, fitness teams, cleaners and maintenance staff.
- To work flexibly, including providing cover and backup for other members of the team as necessary.
- To ensure staffing levels meet business requirements.
- To keep the management team regularly and fully informed.

Operational Facility Management

- To work closely with the management team in all operational matters and fulfil all operational responsibilities, including timely opening, preparation and closure of the facility.
- To follow the full range of operating procedures and standards. These are to be constantly reviewed and updated whenever necessary.
- To be accountable for safe and professional day-to-day operations.
- To ensure effective delivery of programmed activities including classes, community sports club bookings and children's parties.
- To prepare the venue and associated equipment, including managing the set up and take down of equipment, in order to meet booking requirements promptly and efficiently.
- To carry out regular checks of the facility to ensure it is clean and tidy and take any appropriate action as required.
- To proactively solve day-to-day problems to ensure standards are met and maintained.
- To work poolside as a Lifeguard as required (Sports Centre only).
- To work behind the bar ensuring compliance is maintained at all times (Tilsley Park only).

Customer Service

- To offer a first-class and welcoming service to our customers at all times and be accountable during shifts for the overall customer experience, including the management of complaints and feedback.
- To meet and exceed customers' expectations in line with organisational values and standards.
- To receive and handle customer enquiries and feedback.
- To ensure written and oral customer communications are delivered in an appropriate and professional style and manner, taking account of different customer needs and characteristics.
- To communicate and share information effectively at all levels.
- To manage all customer comments and complaints proactively, quickly and effectively, ensuring they are recorded and proposing suggestions for improvements, where necessary, to prevent future problems.
- To ensure reception is covered during public opening hours.

Duties & Responsibilities cont.

Business Support and Administration

- To support the delivery of ASE business goals and service targets in a way that upholds the ASE and Abingdon School brand and values.
- To learn and operate our booking system and other management systems in accordance with operating procedures.
- To carry out all administrative tasks to a high standard; paying attention to detail and using an appropriate standard and style of written English.
- To use internal IT systems to enable ASE to operate efficiently and effectively.

Compliance

- To manage health and safety in accordance with legislation and operating procedures for the safe running of the facility, including Pool Safety Operating Procedures (PSOP) (Sports Centre only) handling chemicals and hazardous substances (COSHH), risk assessments, manual handling, first aid and fire procedures.
- To ensure that all building systems e.g. air conditioning, pool plant (Sports Centre only) are carefully controlled and monitored with due regard to health and safety.
- To report any incidents, accidents and occurrences in line with policies and procedures.
- To complete all mandatory training as required, including safeguarding, health and safety.

Financial Responsibility

- To ensure all cashing up procedures are adhered to and all items are processed through the EPOS system.
- To carry out effective stock control, informing the Manager of low stock levels and ordering when required.
- To check all goods and services are delivered as ordered, approving the delivery note and passing on to the Manager.

Health and Safety at Work

All staff share responsibility for achieving safe working conditions. The post holder must take care of their own health and safety and that of others, observe applicable safety rules and follow instructions for the safe use of equipment. All staff are required to confirm that they have read and understood the Foundation's Health and Safety Policy.

Training Requirements

The following mandatory training will be provided: COSHH, Customer Service, Cyber Security, Equality, Diversity & Inclusion, Fire Evacuation Procedure, Fire Panel, Fire Warden, Food Safety and Hygiene, Health & Safety Induction, Legionella Awareness and Basic Principles of Legionella Control, Lift Emergency Release, Lone Worker Safety, Manual Handling, National Pool Lifeguard Qualification (NPLQ), Personal Licence (APLH), Personal Protective Equipment (PPE), Prevent, Risk Assessment, Safeguarding Training (Triennial), Spill Kit Training - Body Fluids, Working at Height and Workshop Safety.

Person Specific Criteria

Essential Qualities

- Qualified to degree level or equivalent work experience Similar relevant experience in either customer service or facility management
- A positive, flexible and 'can-do' attitude
- Friendly and professional with consistently excellent customer service skills
- Good general IT skills
- Good administrative skills including attention to detail and a good standard of written English
- Willingness to attend training as required and an eagerness to learn and improve
- Willing and able to apply for a Personal Licence (APLH)
- Displays commitment to the principles of equity, diversity, and inclusion
- Displays commitment to the protection and safeguarding of children and young people
- Values and respects the views and needs of children and young people

Desirable Qualities

- Previous similar experience within the sports or leisure industry
- Relevant professional qualifications (e.g. Sports/Leisure Management Qualification, CIMSPA or equivalent)
- NPLQ - for lifeguard cover (if not currently held, the appointee will be required to obtain within 2 months of start date, at the School's expense. Please note that this requires a swimming test NPLQ Information)
- Level 2 in Gym Fitness Instructor qualification
- Level 3 Personal Trainer qualification
- Sports coaching qualifications
- Experience of delivering or organising children's activities
- Full driving licence
- Childcare or play-work qualifications
- Familiar with central business management systems such as customer databases and booking systems



Person Specific Criteria

Salary

The current salary range for a full-time role is £25,661 - £28,929 per annum, depending on skills and experience.

Hours of Work

This is a full-time role working 40 hours per week. The Duty Manager will work as part of a team on a shift pattern and therefore some evening and weekend work will be necessary. We are recruiting for someone to work at the sports centre primarily but keeping an open mind for Tilsley-suited applicants also.

Weeks of work: All year round

Hours of work: 40 hours per week

Work pattern: Shifts on a rota basis as follows:

05.45 - 22.15 Monday to Friday

06.45 - 17.45 Saturday and Sunday

Notes

- After successful completion of a six-month probationary period, the notice period for this role is one month.
- For an informal discussion about the role, please contact Becky Lees, Sports Centre Manager. Initial contact should be made via email at recruitment@abingdon.org.uk. Please note this is not part of the selection process.
- For safeguarding reasons, we cannot accept applications by CV. All applicants must complete the standard Abingdon application form.



How to apply

If you would like to apply for this position you will need to register and apply on our recruitment portal via the following link: [Recruitment Portal](#)

Completing your application

- Please read all the information provided before completing your application.
- Please do not send testimonials, certificates or examples of work etc., unless specifically requested in the Job Pack.

References

All offers of employment within the Foundation are subject to the receipt of a minimum of two satisfactory references. One of the references must be from your current or most recent employer. If your current/most recent employment does/did not involve working with children, then the second referee should be from the employer with whom you most recently worked with children. **If you are or have been employed within a school, then one reference must be from the Head of your current school, or the last school at which you worked.** Neither referee should be a relative or someone known to you solely as a friend.

Shortlisted applicants for support posts are advised that references **will** be taken up prior to interview unless you ask us not to. We will assume it is acceptable to contact your references at any time unless advised otherwise.

Online Searches

In line with Keeping Children Safe in Education, we will carry out an online search for all shortlisted candidates. Any relevant incidents or issues involving candidates that are publicly available online (including information contained in social media accounts) and identified during the search may be explored at interview. The purpose of carrying out online checks is to comply with the KCSIE recommendation that Schools review information to assist any decision as to the candidate's suitability to work with children and young people. Abingdon Foundation is an Equal Opportunities Employer and seeks at all times to ensure that its processes do not unlawfully discriminate against any prospective employee.

Interview Process

If you are invited for interview your visit will involve a brief session with our Human Resources Department, in order to undertake a number of checks we are required to carry out by the Department for Education (DfE).

These checks include the requirement for a satisfactory criminal records check at enhanced level through the Disclosure and Barring Service (DBS); and checks to verify your identity, address, right to work in the UK, qualifications and overseas checks (if relevant). A list of valid identity documents will be sent to you in advance of your interview. In the event that you are unsuccessful please be assured that photocopies of documents taken will be destroyed in accordance with Abingdon Foundation Data Retention Policy.

During your visit with our Human Resources Department, if you have not done so already, you will be required to sign your application form in order to declare that the information you have given is accurate and true.

Interviews are conducted in person and will explore your suitability to work with children. On occasion, applicants will be invited to participate in a preliminary online video interview.

As well as a face to face interview, if relevant to the role, the selection process may include some other form of assessment e.g. administrative test, demonstration of practical skill, a presentation etc.

Conditional Offer of Appointment

Any offer to a successful candidate will be conditional upon the following:

- verification of identity;
- verification of qualifications and professional status;
- a satisfactory criminal records check at enhanced level through the Disclosure and Barring Service (DBS);
- a check against the Barred List;
- a Prohibition from Teaching check (if applicable);
- a Prohibition from Management check (if applicable);
- where the successful candidate has worked or been resident overseas for three months or more in the previous ten years, such checks and confirmations as the School may require in accordance with statutory guidance;
- verification of the right to work in the UK;
- receipt of at least two satisfactory references;
- a check for gaps in your employment history;
- verification of medical fitness - completion of a medical declaration and satisfactory medical examination in certain circumstances;
- satisfactory completion of the probationary period.

Safeguarding

All adults working at Abingdon should be aware of their responsibility to safeguard and promote the welfare of every pupil, both physical and emotional, inside and outside school. This involves ensuring that pupils are protected from significant physical or emotional harm and that there is a positive commitment to ensure the satisfactory development and growth of the individual. Everyone working at Abingdon should be aware of and, when necessary, follow the school's Safeguarding Guidelines, which are in line with Keeping Children Safe in Education 2024, Prevent duty guidance: England and Wales (2023), Working Together to safeguard children 2023 and the Department of Education's (DfE) and Oxfordshire Safeguarding Children Board's (OSCB) practice and procedures (these are available online at <http://www.oscb.org.uk> and also refer to <http://schools.oxfordshire.gov.uk/cms/content/safeguarding>).

All new members of staff, including volunteers, agency workers and contractors are provided with the following documents and required to sign a declaration to confirm that they have read and understood them before they start work and at regular intervals thereafter:

- Keeping Children Safe in Education September 2024 (Part One and Annex A)
- Safeguarding Policy
- Staff Behaviour Policy
- ICT (Staff) Policy
- Health and Safety Policy
- Data Protection Policy
- Equal Opportunities Policy

These documents include all the relevant information about safeguarding, KCSIE, codes of conduct, missing children policy and whistleblowing policy.

Warning

Candidates should be aware that it is an offence to apply for the role if the applicant is barred from engaging in regulated activity relevant to children. Provision of false information is also an offence and could result in the application being rejected or summary dismissal if the applicant has been selected, and possible referral to the police and/or DBS, and/or the Teaching Regulation Agency (TRA).

Queries

If you have any queries at all about the recruitment process please contact the Foundation's HR Department on 01235 849136 or recruitment@abingdon.org.uk.

We recognise the value of a diverse and inclusive workplace and are committed to equality of opportunity for all staff and job applicants. We aim to ensure that our staffing at all levels and in all roles is diverse and we welcome applications from all backgrounds and all sections of the community.



ABINGDON

**independent day and boarding school
for boys aged 11 to 18 years**