

Job Description: Sports Centre Duty Manager

The post holder shall carry out those professional duties as circumstance may require, under the reasonable direction of the line manager. This document does not aim to specify all the details of the responsibilities and key tasks of the post holder and specific duties are subject to review with the line manager. All posts within the Academy are subject to an enhanced DBS disclosure and KCSIE requirements.

Salary Scale: Subject to age and shift

Contract Type: Permanent

Accountable to: Sports Centre Manager

Job Purpose:

To manage the operation of the Sports Centre during the evenings/ weekends. This includes operational management of all aspects of the service, including ensuring the safe provision of a range of quality health and fitness services, all associated bookings and the overseeing of our Children's Birthday Parties.

Responsibilities

Duty Manager
<ul style="list-style-type: none"> a) To be responsible for the day to day running of the Trust Sports Centres; b) To manage the on site sports centre team, allocating duties and ensuring all activities are completed; c) To be responsible for all aspects of customer service, ensuring they are able to access the required services and that their experience of using the centre is a positive one; d) To be responsible for all customer queries and complaints escalating when required; e) To be responsible for all payments received, ensuring they are documented and stored in the agreed manner; f) To be responsible for any emergencies/ fire evacuations; g) To ensure all accident report forms are filled out correctly and stored in the agreed manner. h) To liaise with on site Estates team when required; i) To be responsible for the unlocking and closing the facilities; j) To be responsible for the arrangements for birthday parties and lettings; k) To ensure setting up and setting down of all equipment relating to bookings is completed; l) To ensure all services and facilities are available for customers and that these are set up in a timely manner; m) To ensure that the centre is kept cleaned and maintained at all times; n) To ensure that the centre is opened on time and that it is secured at the end of each shift; o) To actively promote the services of the Sports Centre and associated bookings as required; p) To be responsible for levels of stock; q) To ensure that all – Trust policies are adhered to at all times; r) To attend a First Aid course and deliver initial First Aid when required.

Weekday Responsibilities
<ul style="list-style-type: none"> a) To focus on gym and class members and all sport bookings. This will include setting up goals, nets, weights, benches etc; b) To take payments and answer phone calls; c) To respond to emails and enquiries as they arise.
Weekend Responsibilities
<ul style="list-style-type: none"> a) To deal professionally and politely with all customer queries; b) To focus on the running of the children's parties; c) To set up all party equipment. (goals, obstacle course equipment, benches, tables, chairs, bunting, reception areas, food room.)
Birthday Parties
<ul style="list-style-type: none"> a) To ensure all party guests and parents receive outstanding customer service; b) To manage all team members, allocating responsibilities; c) To be responsible for timekeeping of the shift to ensure everything runs smoothly; d) To ensure cleaning and general maintenance of the facility is maintained.
Communication
<ul style="list-style-type: none"> a) To communicate effectively within the team and Sports Centre Management, to ensure the service is delivered efficiently; b) To deliver a high level of customer service.
Training and Development
<ul style="list-style-type: none"> a) To participate in arrangements for further training and developments; b) To initiate new ideas and encourage developments; c) To participate in the Trust appraisal process.
Health & Safety
<ul style="list-style-type: none"> a) To ensure all rooms/halls are checked before each party/ lettings, so that all health and safety requirements are met; b) To ensure entry to the centre is restricted to bona fide users of the centre; c) To ensure all staff are trained in the safe delivery of services; d) To provide first aid cover.
Safeguarding
<ul style="list-style-type: none"> a) To be aware of and comply with policies and procedures relating to child protection, safeguarding, pastoral issues, health and safety, security, confidentiality and data protection. Reporting all concerns to the appropriate person.
6. Other Duties
<ul style="list-style-type: none"> a) To carry out any other tasks commensurate with the role/grade as may be requested by the Sports Centre Manager from time to time. b) To work at other sites within the Trust when required.