



St Dunstan's — Enterprises —

DUTY MANAGER

JOB DESCRIPTION & PERSON SPECIFICATION

Applications Close: 0900 Wednesday, 29 July 2026

Shortlist Interviews (Onsite): Week Commencing 3 August 2026

Start Date: As soon as possible

DUTY MANAGER

JOB OVERVIEW

Job Title: Duty Manager

Department: St Dunstan's Enterprise

Employment Type: Permanent, Full-time

Working hours: 37.5

Salary: S3 £31,823 to £38,186 per annum (September 2025 pay scale)

Start Date: As soon as possible

Responsible to: Operations Manager



St **Dunstan's**
— Enterprises Ltd. —

DUTY MANAGER

ABOUT THE DEPARTMENT

The Professional Services department is made up of a large team of highly professional, hardworking and dedicated experts, covering the following business-related functions of St Dunstan's Education Group:

Property and Facilities, Health and Safety, Finance, Human Resources, Information Technology, Administration, and Commercial Enterprise.

The Team consists of circa. 100 employees who support the successful day-to-day operations of the Group.

St Dunstan's Enterprises (SDE) is the commercial arm of St Dunstan's Education Group with a business model that aligns with the College's vision, supporting the curriculum, community, and commercial activities in equal measures. The main commercial focus is to hire the College's facilities for sports, events, and social gatherings. We are also active in supporting our local community, providing access to our facilities for school sports, local community groups, initiatives and national agencies.

SDE also supports the College curriculum, offering staff support and resources to help deliver an expansive and engaging curriculum.

Led by the Director of Estates and Commercial Activities, the Department consists of:

- Operations Managers
- Duty Managers
- Cleaners
- Administrators
- Coaches & Lifeguards



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The following list is not exhaustive but serves as an indication of what the role encompasses:

General

- To open and lock the building / facilities, ensuring areas are clean and secure and fit for activities in accordance with agreed risk assessments
- To support management team with the daily bookings programme to ensure smooth activity transition and customer service
- Facility & event set downs, as required by the hire programme
- To take responsibility for an income stream and compliance area working with your line manager to deliver compliance standards, budget expectation, utilisation, audit pass and high levels of customer service

Finance

- To ensure that invoices are raised promptly and correctly
- To achieve KPI's for income and utilisation
- To ensure debt is kept minimal and any outstanding invoices are communicated to line manager
- To ensure that all invoices and transactions follow the Group's Financial processes
- Record income on appropriate spreadsheets and ensure payment is received for activity ahead of opening

Compliance

- To ensure all daily / weekly and annual compliance checks are completed as required by the College's Health and Safety Policy and in line with industry guidance
- Daily supervision of the pool and Swim School to ensure the pool is adequately covered at all times and in line with industry best practice. (Leisure Centre Post)
- To manage bar and events to comply with licensing and our policies and procedures (Jubilee Ground Post)
- To ensure the site complies with NGB or Industry standards through an external audit process
- Ensure the pool testing is completed & recorded throughout shift and report any issues with pool parameters. (Leisure Centre Post)
- To complete daily facility checks to ensure compliance, cleanliness and presentation are to the highest standards
- To complete opening and closing checks and record any faults or repairs on the appropriate spreadsheets
- To attend mandatory training to maintain qualifications



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Customer Service

- To support the Management Team with enquiries regarding swim school, sports hire (Leisure Centre Post) and managing the bar operations at events. (Jubilee Ground Post)
- To oversee the bookings and payments through our web-based booking system
- The candidate will need to understand their responsibilities, be committed to and comply with Group policies and procedures relating to child protection, health and safety, welfare, security, diversity and equality, confidentiality, and data protection, reporting any concerns to the appropriate person
- They will proactively seek feedback from customers on services and facilities to maintain standards and always work collaboratively with the wider business and act in the interests of the Group to support the delivery of the Group's strategy as it relates to this post
- To carry out routine tasks such as photocopying, filing, completion of standard forms, to support the efficient running of St Dunstan's Enterprise
- When processing customer data to ensure that the data is accurate and compliant with GDPR and St Dunstan's data protection policy
- To ensure that Health and Safety, data protection and other compliance requirements are adhered to at all times
- Comply to risk assessments applicable to all working environments and to raise any causes of concern with their line manager



DUTY MANAGER

REQUIREMENTS OF THE ROLE

The successful applicant will be part of the Leisure Centre or Jubilee Grounds Management Team and will cover the day-to-day operations of the department as a key holder. They will ensure the areas associated with the Enterprise are kept clean and safe for users, meeting the requisite industry standards.

Supporting either the Leisure Centre and Jubilee Grounds sports and events, you will have an overview of the delivery, customer liaison and site operations, including management of facility changeovers, adherence to cleanliness, compliance of Health and Safety procedures, and security of areas and specifically overseeing events at the Jubilee grounds.

The successful candidate will also have responsibility for an income or compliance area and will support the Management Team to ensure services deliver to budget and meet the compliance standards required by the Group.



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PERSON SPECIFICATION

THE FOLLOWING EXPERIENCE AND SKILLS ARE ESSENTIAL/DESIRABLE:	ESSENTIAL	DESIRABLE
A good standard of education (e.g. GCSE equivalent including Maths and English)	X	
Pool Plant Operator Award (Leisure Centre Only)		X
National Pool Lifeguard Qualification (Leisure Centre Only)	X	
Food Hygiene Level 2 Certificate (Jubilee Ground)		X
Bar and Cellar Qualification (Jubilee Ground)		X
First Aid at Work (or willing to work toward)	X	
Manual Handling		X
Experience in a leisure or hospitality setting	X	
Experience in a swimming pool setting with plant room knowledge (Leisure Centre only)		X
Experience of using web-based booking systems		X
Experience in cash handling/invoicing		X
Experience in a customer facing environment	X	
Experience in bar and catering operations(Jubilee Ground)		X
Good understanding of health and safety requirements in the leisure sector	X	
Securing facilities / key holder responsibilities		X



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PERSON SPECIFICATION

THE FOLLOWING EXPERIENCE AND SKILLS ARE ESSENTIAL/DESIRABLE:	ESSENTIAL	DESIRABLE
Excellent organisational skills, with the ability to prioritise	X	
Excellent written and verbal communication skills, with a 'customer service' approach	X	
To have a proactive approach to hire opportunities and developing utilisation of pay and play spaces		X
To have a good understanding of Microsoft packages Word, Excel and Outlook	X	
To be a face-to-face ambassador for the Enterprises and engage with customers and visitors with professionalism and courtesy	X	
Flexible in approach and a willingness to respond to changing priorities	X	
The ability to work as part of a team	X	
Hard working, professional work ethic, with a desire to deliver high standards	X	
Ability to use own initiative, to meet service standards and health and safety requirements	X	



St Dunstan's Education Group brings together likeminded schools in the delivery of a modern, pioneering education enriched through the diversity of a south-east London heritage and setting.



St Dunstan's College, Catford



St Christopher's The Hall, Beckenham



Rosemead Prep, Dulwich



St Dunstan's Junior School, Catford