

WORK WITH US AT FRAMLINGHAM COLLEGE

Recruitment Pack



Sports Centre Duty Manager

Employment Status	Part Time - 30 Hours a Week
Employment Location	Framlingham College Sports Centre (located at Framlingham College Senior School)
Closing Date for Applications	Applications will be reviewed upon Receipt
Weeks:	52 weeks of the year including bank holidays

IMPORTANT INFORMATION

Framlingham College is committed to safeguarding and promoting the welfare of children and applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service.

framlinghamcollege.co.uk/employment



Welcome from the Director of People

Dear Applicant,

Thank you for your interest in the position of Sports Centre Duty Manager at Framlingham College.

Framlingham College is a co-educational boarding and day school which comprises the Prep School, in the beautiful surroundings of Brandeston Hall, and the Senior School which is set in the market town of Framlingham overlooking the famous castle.

We are recruiting a Duty Manager to drive the success and development of shift management at the centre whilst engaging in new fitness and swimming products and services. The role will be supporting the operational effectiveness of Framlingham College Sports Centre.

The Duty Manager will be required to work with the Sports Centre Manager on all aspects of the Centre's provision including day-to-day shift management, ensuring the health and safety of staff/ customers are met and highest levels of customer service are guaranteed.

This role will be responsible for operational management, customer/ employee relations and ensuring NOP/EAP regulations are met. They will also be responsible for supporting fitness, and swimming growth through delivering Gym inductions, Personal Training, Lifeguarding Community swimming and Fitness Classes.

This is an ideal opportunity for someone who is stepping up into their first management role, as well as someone looking for a new challenge in the leisure industry. The post holder will deputise in running the centre and take interim charge in the absence of Sports Centre Manager.

The ideal candidate will be expected to deliver exceptional customer service to retain current members, whilst also working on recruitment strategies to achieve new member KPIs.

You must have a genuine passion for health and fitness, being able to support new members in their journeys, creating a great atmosphere and club culture for both team members and members to achieve their goals.

The position entails working flexible hours and shift patterns from Monday - Sunday, to ensure management of the centre, including swimming pool and gym at all times.

The successful candidate will receive an annual salary of £21,840 based on a 30 hour working week. The College offers its employees free membership to the Sports Centre which includes access to the pool, gym and discounts to fitness classes, squash and tennis courts. The successful candidate will have opportunity of extra earnings through overtime shift cover and delivering PT/ swimming sessions out of contracted hours.

Staff have access to; free parking when onsite, an independent pensions advisor, a free lunch when the kitchen is operational and free uniform. Please submit an application form using the link on our website, or contact the HR Department on 01728 723789, email: recruitment@framlinghamcollege.co.uk or from www.framlinghamcollege.co.uk.

We welcome all applications especially from independent thinkers, creative minds and inspirational people and very much look forward to receiving your application.

Sally Wood
DIRECTOR OF PEOPLE, FRAMLINGHAM COLLEGE

How to Apply

Before applying, you are strongly advised to read through the Application Guidance Notes and Job Applicant Privacy Notice (available on our website).

Please submit a cover letter outlining your suitability for the role together with an application form. CV's will not be accepted in substitution for completed application forms in the absence of good reason. CV's may be submitted in addition to the application form in order to supply additional background information.

Applications will be reviewed upon receipt. You are therefore advised to apply at your earliest convenience.

You will be notified of an exact date if you are shortlisted for interview.

Please send your cover letter and completed application form to: The HR Department, **Framlingham College, College Road, Framlingham, Suffolk. IP13 9EY.** You can also email your application to: **hr@framlinghamcollege.co.uk**

All information within your application will be treated confidentially.

References

All successful appointments at Framlingham College are subject to receipt of two satisfactory references and all applicants will undergo child protection screening, including checks with previous employers and the Disclosure and Barring Service. Further information can be found within the Application Guidance Notes.

Employee Benefits

The successful candidate will be eligible for the following benefits upon commencement of employment:

- Competitive rates of pay;
- A free lunch each day when the kitchen is operational;
- Free parking for all employees;
- Auto-enrolment into a contributory pension scheme with Legal & General;
- Access to a pensions adviser;
- Professional development and ongoing CPD through internal and external training;
- Personal Accident Insurance;
- 24/7 access to our Employee Assistance Programme;
- Complimentary membership of Framlingham College Sports Centre, which includes access to the swimming pool, gym, tennis and squash courts;
- FramSoc membership, which includes free or discounted admissions to seminars in the College Theatre or Chapel;
- Cycle to Work scheme;
- Discounts with many local businesses within Framlingham;
- Family Swimming Sessions at Framlingham College Sports Centre;
- Christmas Shutdown.

Job Information

Reports To

Sports Centre Manager

Job Location

Framlingham College Sports Centre (at Framlingham College Senior School)

Hours:

As per Sports Centre Rota. Monday to Sunday to include early mornings, evenings and weekends.

Weeks:

52 weeks of the year.

Pension:

Contributory Scheme Available

Job Description

JOB PURPOSE:

The Duty Manager is responsible for the day-to-day operation of the leisure centre, ensuring the health and safety of staff and customers whilst guaranteeing the highest standards of service. This includes the allocation of staff to enable the smooth operation of the facility.

KEY RESPONSIBILITIES:

This is not an exhaustive list and the post holder will be expected to show flexibility and assist with other tasks of a similar nature.

- To ensure the smooth running of the Sports Centre during public and school hours.
- To ensure high standards of customer care at all times.
- To ensure compliance with all relevant facility legislation
- To take bookings and payments as required, and to have oversight of staff till operations, including daily / weekly cashing up sheets.
- To maintain high standards of cleanliness and presentation throughout the centre at all times.
- Assisting with new member enquiries and organisation of gym inductions.
- Scheduling gym inductions of new members. Selling of memberships to prospective members.
- Dealing with telephone and email enquiries from current and prospective members, as well as College staff and pupils.
- Carry out pool water testing and general pool maintenance.
- Ensure all cleaning equipment is checked and restocked as required by contacting the domestic department.
- Ensure all Normal Operating Procedures (NOP) are followed and if required Emergency Action Plan (EAP) put into place.
- Lifeguarding as required, ensuring the safety of all bathers.

Supervisory and managerial responsibilities:

- Responsibility for the operation and management of the Sports Centre whilst on shift.
- Managing all Lifeguards/ staff while on shift.
- Supporting the Sports Centre Manager with any delegated project work.
- Supporting the Sports Centre Manager in the supervision and direction of casual staff and lifeguards.
- Deputies in the absence of Sports Centre Manager



Other responsibilities:

- To clean as per the cleaning schedules all fitness rooms, swimming pool, and changing areas.
- Ensure all cashing up/ class booking sheets are completed whilst on shift and weekly cashing up completed where applicable.
- Ensure all maintenance and cleaning issues are reported to the Maintenance team.
- Carry out regular pool water testing and general pool plant maintenance and gym maintenance whilst on shift.
- Undertake other Sports Centre tasks as directed by the Sports Centre Manager or Bursar.
- Prepare Sports Hall for sessions carried out by academic and sports staff
- Support school and community swimming as directed by Swimming Manager
- Assisting in the other areas of the business as required.
- It is the post holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom s/he is responsible, or with whom s/he comes into contact with, to adhere to and ensure compliance with the school's Safeguarding Policy at all times. If in the course of carrying out the duties of the post the post holder becomes aware of any actual or potential risks to the safety or welfare of children in the school s/he must report any concerns to the school's Designated Safeguarding Lead

This Job Description will be reviewed annually and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks but sets out the main expectations of the School in relation to the post holder's professional responsibilities and duties. Employees will be expected to comply with any reasonable request from management to undertake work of a similar level that is not specified in this job description. It is understood that areas of responsibility are from time to time subject to review and are negotiable in the light of the needs of the school and the professional development of the staff.

Person Specification

E = Essential • D = Desirable

QUALIFICATIONS

Educated to A Level or Equivalent	E
Currently NPLQ Qualified (Lifeguard)	E
Professional qualifications in PWTAG Pool Plant Operator or willing to work towards	D
Professional qualifications in First Aid	D
Educated to NVQ level 3 or A Level	D
Gym instructor Level 2, Level 3 personal training or other fitness qualification.	D
Level 2 Swim Teacher	D

PROFESSIONAL EXPERIENCE

Experience of working in leisure or hospitality environment	E
Providing support to senior staff	E
Providing a first-class service to members and all other user groups	E
Familiarity with working in a school environment	D
Experience of rota management	D

Person Specification

E = Essential • D = Desirable

PERSONAL ATTRIBUTES

Flexibility and adaptability	E
Excellent attention to detail	E
Polite and helpful attitude	E
Willingness to work as part of a team	E
Willingness to develop new skills	E
Positive 'can do' attitude	E
Reliable	E
High level of confidentiality, discretion and tact	E
Calm, Approachable and adaptable	D
Ability to show initiative	D
An ability to learn new skills quickly	D
Self-motivated.	D

PROFESSIONAL COMPETENCIES AND SKILLS

Knowledge of Industry Legislation	E
Understanding of Standard operating procedures and emergency action plans	E
Good understanding of the leisure industry and an appreciation of customers' expectations	E
Knowledge of Health and Safety legislation and other legislation in relation to leisure centre operations	E
The ability to lead by example	E
The ability to supervise, motivate and develop staff	E
IT Literacy - including word processing and email	E
Good communication skills: both oral and written	E
Ability to recommend and assist in setting up and improving procedures	E

SAFEGUARDING CHILDREN

Awareness of safeguarding issues	E
Knowledge of safeguarding children legislation and good practice	D



Our Location

Framlingham College comprises of the Prep School in the beautiful surroundings of the idyllic neo-Tudor Brandeston Hall beside the River Deben in the village of Brandeston, and the Senior School, set amongst stunning surroundings in the market town of Framlingham - approximately five miles from Brandeston.

The town of Framlingham pre-dates its mention in the Domesday Book of 1086 and is perhaps most famous for its castle. This magnificent monument occupies a hill on one side of the town's mere, while the Senior School campus tops the rise opposite.

On Tuesdays and Saturdays, the town centre hosts a busy market selling food and drinks, gifts and collectibles. Framlingham boasts a range of independent shops, covering practically every need, while the numerous eating places and pubs cater to almost every taste.

Just a few miles from Suffolk's Heritage Coast - embracing Aldeburgh and Southwold, amongst many other seaside locations - Framlingham is about 35 minutes by car from the county town of Ipswich, 40 minutes from Bury St Edmunds in the west of the county and an hour from the city of Norwich in Norfolk.

There are regular trains from Ipswich to London's Liverpool Street station. London Stansted Airport and Norwich Airport are each just over an hour's drive away from Framlingham.

About Framlingham College

Framlingham College is a co-educational, independent boarding and day school for pupils aged 3 - 18.

The College embraces pupils with a wide range of interests and abilities and offers a huge number of co-curricular activities and sports that complement our academic curriculum and enrich our pupils' experience. We believe that learning happens within and beyond the classroom; our pupils and staff have high expectations of and for themselves within a supportive and aspirational environment. We believe in instilling curiosity, a spirit of enquiry and a love of learning for learning's sake, in every pupil.

Our vision is to develop in each child the knowledge and skills they need to thrive as global citizens in their adult world.