

<b>JOB TITLE</b>	Assistant Manager	<b>GRADE</b>
<b>RESPONSIBLE TO/FOR</b>	See Organisation Structure	<b>6</b>

### BASIC JOB PURPOSE

Manage the staff and smooth operation of the leisure facilities, ensuring that an effective and efficient service is given to the public at all times.

### MAIN RESPONSIBILITIES

<b>1</b>	Manage staff and resources to deliver safe, effective, high quality services, assessing and responding to the need of the local communities.
<b>2</b>	Help and support customers with any queries they may have act as a point of escalation when required
<b>3</b>	Monitor the operation of the leisure facilities to ensure the implementation of safe operating procedures for both staff and the public.
<b>4</b>	Monitor working practices to ensure proper and appropriate procedures are being followed in respect of maintenance, cleaning and customer. Liaise with the Assistant Manager and Site Manager on any recommendations in respect of facility or equipment improvements, repairs or replacements and general customer service improvements
<b>5</b>	Motivate, develop and be responsible for the staff whilst on shift, provide and relevant training as required
<b>6</b>	Oversee cash handling and other income collection procedures to ensure all staff and service points fully comply with the Trusts financial regulations.
<b>7</b>	Monitor programmes and activities highlighting underperforming areas to the Assistant Manager to ensure good financial performance, including suggesting innovative means for maximising income.
<b>8</b>	Manage the promotion of the sports centre and services offered, with the aim to maximise bookings and potential income across all facilities.
<b>9</b>	Manage the bookings and enquiries and deal with accordingly
Notwithstanding the detail in this job description, the jobholder will undertake such work as may be determined as necessary by the Trust.	

Signed: ..... Job Holder

Date: .....

Signed:  .....

Date: .....01.07.2021...

**Director of Human Resources**