

# JOB DESCRIPTION

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| **Post Title:** | Duty Manager | **Department / Service:**  | Economy and Culture Service |
| **Hours:** | 37 | **Level:** | G05 |
| **Location:** | Abergele Leisure Centre | **Job Evaluation Number:**  | SL0931 |
| **Responsible to:** | Area Manager | **Responsible For: (Staff)** | Supervision of: Leisure Assistants/ Cleaner |

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| **Job Purpose:** |
| Responsibility for the operational running of the leisure centre to include staffing levels, plant and machinery, and the daily programme. To ensure health and safety procedures are carried out. Assisting the manager with centre procedures and financial management. |

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| **Duties and Responsibilities - Job Specific** |
|  | To organise and supervise the work of all leisure centre staff, including the monitoring of performance and ensuring that an effective quality service is provided. |
|  | To ensure that the building, fabric, plant and equipment is maintained to a high standard and be responsible for the operation and maintenance of the pool plant and machinery, thus ensuring that the pool water is at the required temperature and chemically balanced. |
|  | To assist in maintaining good staff relations and ensuring that all CCBC policies, are adhered to. |
|  | To assist the manager in Health and Safety operating procedures to ensure the Health and Safety at Work Act are adhered to in order to provide a safe environment for staff and customers. For example:* Manual Handling assessments;
* Risk Assessments;
* Pool Safety Operating Procedures;
* Emergency Action Plan.
 |
|  | To perform low level HR procedures such as Return to Work Interviews, Informal conduct absence procedures and to assist management with Personal Development Reviews, approving of Annual Leave. |
|  | To record and monitor administrative systems, including cash control, stock control usage, arranging shift cover, rotas and management information. |
|  | To accept safe custody of leisure centre takings, in accordance with financial regulations and Leisure Centre Procedures. |
|  | To assist the manager to deliver a cost effective service through budgetary control.  |
|  | The nature of the post involves attendance often outside normal working hours during evenings, weekends and public holidays for which appropriate consideration has been made within the grading of the post. Time off in lieu will be granted subject to the requirements of the service. |
|  | To be key holder with responsibility for opening and closing of site as required and to provide an on-call service as and when required. |

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| **Duties and Responsibilities – Corporate**  |
|  | To be responsible for establishing good working relationships both internally and externally. |
|  | Compliance with the Authority’s Policies and Procedures and to make known to Senior Officers any areas which are not adequately covered. |
|  | To participate actively in supporting the Authority’s principles and practices of equality of opportunity as laid down within the Equalities Policy. |
|  | To be responsible for the application of Health & Safety practices within the daily operations, sharing a common responsibility for Health & Safety across the department, directorate and Authority as a whole. |
|  | Employees will be required to give certain information relating to themselves in order that the Authority may properly carry out its duties, rights and obligations as an employer. The Authority will process and control such data principally for personnel, administrative and payroll purposes. |
|  | As a term of your employment and in order to maintain effective departmental operations, you may be required to undertake any other reasonable task, commensurate with your grade, as determined by your Line Manager or Head of Service. |
|  | Conwy is committed to safeguarding children and vulnerable groups. All Council employees are expected to be aware of the Corporate Safeguarding Policy and their responsibility to report any concerns in the appropriate manner and timescales. |

###### **Review Date/Right to Vary**

This job description is not intended to be an exhaustive list of duties. The Authority reserves the right, after appropriate consultation with you, to vary your duties and responsibilities within the parameters of your grade and occupational competence in order to respond to changes in the needs of the service.

**Signed by:** …………………………………………. **Date:** …………………………..

 **Employee’s Name and Signature**

**Approved by**

**Head of Service:** ………………………………….. **Date:** ……………………………..

# PERSON SPECIFICATION

**Post: Duty Officer**

**Date: November 2021**

**Please Note: In order to be shortlisted for this post you will need to demonstrate that you meet all the criteria ranked as E - Essential.**

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| **Factor** | **Requirements** | **How Identified** | **Essential** | **Desirable** |
| **Knowledge & Skills** | Experience in working in the leisure industry at a supervisory level | AF/I | E |  |
| NVQ Level 3 in the relevant field or equivalent experience | AF/I | E |  |
| First Aid at work | AF/I | E |  |
| Current National Pool Lifeguard Qualification | AF/I | E |  |
| IOSH Managing Safely (5 day) | AF | E |  |
| Pool Plan Operator Qualification | AF/I | E |  |
| ASA Level 1 Assistant Swimming Teacher | AF | E |  |
| ASA Level 2 Swimming Teacher | AF |  | D |
| Level 2 Fitness Qualification or Equivalent | AF | E |  |
| The ability to communicate in English is essential. | AF/I | E |  |
| The ability to communicate in Welsh is desirable. | AF/I |  | D |
| **Supervision & Management** | Responsible for the day to day supervision of operational staff to include: Contracted, Casual, Volunteers, and agency staff. | AF/I | E |  |
| To motivate and manage staff including addressing lateness, low level conduct issues and performance. | AF/I | E |  |
| To have an awareness of the Authorities Policies in terms of attendance, conduct and capability. | AF/I | E |  |
| **Creativity & Innovation** | The smooth running of the centre, to include: |  |  |  |
| Implement the daily cleaning schedule | I | E |  |
| Programme of events | I | E |  |
| Customer care | I | E |  |
| Problem solving on a daily basis | I | E |  |
| **Contacts &** **Relationships** | Must be able to motivate staff and have a mature, outgoing and friendly personality | AF/I | E |  |
| First point of contact when dealing with customer face-to-face complaints/customer issues | AF/I | E |  |
| Ability to work in a team environment and be flexible, enthusiastic and approachable towards staff and customers | AF/I | E |  |
| **Decisions / Recommendations** | Make decisions in the absence of Centre management | I | E |  |
| Contribute to the Centre’s efficiency savings  | I | E |  |
| First level conduct and attendance decisions | I | E |  |
| **Resources** | Key holder of facilities | I | E |  |
| Responsible for Leisure Centre takings | I | E |  |
| **Physical Demands** | Be able to work shifts on a rota basis to include: |  |  |  |
| Be able to work flexibly over a seven day period throughout the year including evenings, mornings and weekends | AF/I | E |  |
| Manual handling to include Centre equipment, plant and machinery | AF/I | E |  |
| To meet the physical demands of maintaining the RLSS pool lifeguard qualification | AF/I | E |  |

Please Note: In order to be shortlisted for this post you will need to demonstrate that you meet all the criteria ranked as E - Essential.

Identification of the requirements will be through the:

Application Form (AF),

Interview (I),

Test at interview (T),

Presentation at interview (P),

Verification (V)

Reference (R)