

Grading

Job Description and Employee Specification

<u>Job title:</u> Active Lifestyles - Duty Manager	<u>Service area:</u> Learning, Skills and Culture
<u>Post number:</u>	<u>Division:</u> Participation and Achievement
<u>Grade:</u> 6	<u>Section/team:</u> Active Lifestyles
<u>Overall purpose of job:</u> Be responsible for the efficient and effective day-to-day operational facility management within assigned active lifestyles facilities. Post holders will be expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties, which reasonably correspond to the general character of the post and are commensurate with its level of responsibility.	
<u>Main responsibilities:</u> <ol style="list-style-type: none"> 1. Recruit, train, develop and supervise staff teams to facilitate efficient and effective day-to-day operational management of centres. 2. Ensure that staffing levels on a daily basis meet the standards laid out in operating procedures and facility activity programmes and take appropriate action when these standards are not achieved. 3. Operate pool and other plant, machinery and equipment in accordance with approved codes of practice, manufacturer's guidelines and site specific operation and maintenance manuals to achieve safe operating standards and minimise cost. 4. Act as key holder, maintaining the security of the facility, associated equipment and plant to protect the council's assets. 5. Implement the agreed health and safety procedures and codes of practice to minimise risks to customers, work colleagues and other visitors. 6. Establish a workplace culture that delivers the highest possible standard of service to meet customer needs. 7. Achieve through the implementation of approved council policies the safe and secure handling of cash and other valuable assets. 8. Produce and collate data that assists in the production of performance reports 	

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9. Adhere to licensing, food hygiene and other legislation.

10. Represent the Area Facilities Manager at meetings within the specified area of work

Knowledge, skill and experience:

- Hold a recognised pool plant operator certificate
- Hold a recognised First Aid at Work qualification
- Hold a recognised Pool Lifeguard qualification
- Ability to give clear written and verbal instructions to staff, customers and other visitors
- Experienced in leading a team in a customer focussed organisation
- Experienced in delivering training to staff
- Ability to work flexible hours that will include evening and weekend working
- Good knowledge of the operations of swimming pool and other plant
- Experienced in the routine maintenance and operation of plant, machinery and equipment
- Good knowledge of health and safety in the workplace
- Experienced in implementing health and safety principles in the workplace
- Experienced in collating data for performance reports
- Experienced in the use of IT including word processing, spreadsheets, databases, email and the internet
- Experienced in the use of computerised booking systems and front of house service provision

Creativity and innovation:

- Within the limits of policies and procedures, some creativity is regularly required to cover operational staff absences in order to maintain service levels.
- In order to maintain service, some creativity is required to find solutions to

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short notice absences of fitness, front of house and swimming development staff when their line managers are not available

- On a daily basis, within set guidelines and procedures, creativity is required to prioritise own and other operational staff workloads.
- Some creativity is regularly required in dealing with customer comments and complaints for example agreeing refunds for poor service, cancelled classes or inadequate facilities. This is guided by policy and procedures.
- Occasionally some creativity is required to meet ad hoc demands on service e.g. staffing out of normal hours events.

Contacts and relationships:

The following are for illustrative purposes and are not intended to be exhaustive of definitive.

Operational Staff – Daily contact of a straightforward nature to lead, support, instruct and advise staff in order to maintain the safe and efficient day-to-day operation of the facility. This may be face to face, in team meetings/briefings, by email, via social media, letters or telephone to arrange cover, set work requirements or take reports.

Customers – Daily contact to deal with enquiries, comments and complaints to try to deliver the best possible customer service. This may be face to face, by email, via social media or telephone

Area Facilities Manager – Regular contact to provide information, seek guidance, report on performance or raise matters of a more complex or contentious nature.

Suppliers – Regular contact with suppliers to order goods and services. Occasionally to discuss issues arising from supplier failure, e.g. goods not arriving on time or incorrect deliveries.

Business Support Staff – Have contact with business support staff for example to clarify timesheet queries, purchase order anomalies and resolve IT issues as and when required.

Maintenance Engineers – Have contact to raise requests for work and to contribute to discussion relating to building and equipment faults and remedies as and when required.

Corporate Staff – Occasional contact with other council staff, for example, to discuss low level HR and IT matters

Contractors – Meet, guide and brief contractors visiting the facility as and when required.

HR Advisory - Have contact to seek advice and clarity on policies and procedures, e.g.

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attendance management, working time directive, annual leave

Decision making:

- Decision making is largely steered by policies, procedures and other approved guidance.
- Regularly take decisions on day-to-day operational staffing issues for example allocating work, covering absences and deciding on staff's fitness to work.
- Regularly raise purchase orders and authorise orders up to the value of £500.
- Some discretion to take corrective action to resolve plant and equipment issues. Where problems exceed the limits described in written guidelines raise the matter with the Area Facilities Manager or Maintenance engineers.
- Take decisions to stop work if health and safety standards are breached or compromised.
- Take decisions on day to day customer service issues with some discretion around actions that can be taken for example offering refunds up to the value of £50 and cancelling sessions and informing customers
- Take decisions on the selection and recruitment of operational staff.
- Advise the Area Facilities Manager on matters of a more complex nature arising from the day-to-day operations of the facility.

Responsibility for resources:

Financial resources: Shared responsibility for cash secured in the safe and till drawers with 6 others.

Max Cash: £4,300 Average Cash: £3,200 Float: £500

Physical resources: Shared responsibility for IT equipment, plant and equipment.

Buildings – Shared key holder responsibly. Required to be on a call out list in the event of a potential need to attend facilities outside normal operating hours. First point of call out will be a security company.

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WORK ENVIRONMENT

Work demands:

The job is subject to regular interruptions from staff, customers, contractors and suppliers. These interruptions can change the programme of tasks.

There are specific deadlines that the post holder must achieve in order to meet customer service and building management requirements for example completing pool water tests, completing banking and cash collection procedures and carrying out system tests.

Area and Senior managers can alter deadlines when circumstances dictate.

Physical demands:

The post holder is required to undertake work of a more strenuous nature for example moving machinery, erecting / dismantling sports equipment and moving bags/barrels of chemicals.

Working conditions:

Work is mainly indoors. Some daily outdoor work is required e.g. Health and safety and maintenance checks of surrounding areas. (Split 90% indoors /10% outdoors)

There is exposure to noise, heat, humidity and cold when working in different parts of the centre e.g. pool hall, sports hall, gym/studio, plant room or outdoors.

Work context:

The post holder is at risk from:

- verbal and physical abuse from unruly customers
- handling hazardous chemicals when working in plant rooms
- moving and handling of goods, machinery and sports equipment.
- short periods of lone working
- Working at height when high level cleaning

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Position in organisation:

Indicate how many staff the post is directly accountable for:

Dependent on the facility/ies assigned

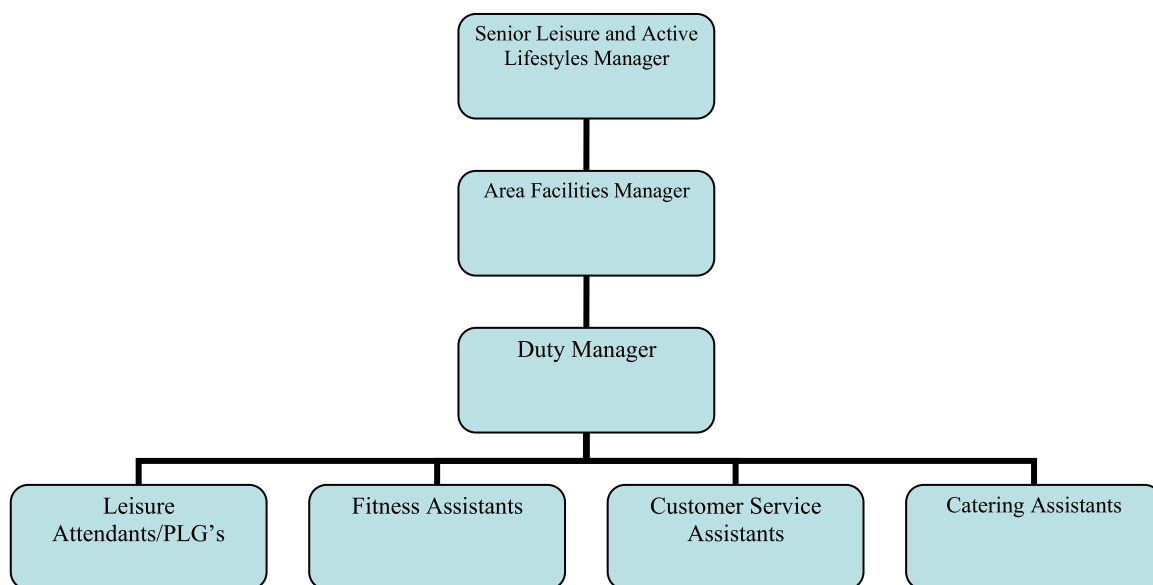
Are posts in more than one location? Yes ☐ No ☒

Is this at the same site? Are the posts managed highly mobile?

Is the supervision/management shared with another post in the structure? Yes ☐ No ☐

Please indicate which post(s) _____

You must provide an organisation chart that shows where the job sits within the structure. This should be a simple diagram but with enough detail to put the job into context, i.e. the post holder may manage different groups of staff undertaking different tasks. The chart must show the job in question, the job to which it reports, those jobs which report alongside it and subordinate posts.



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ESSENTIAL CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	Application form (follow up at interview)
<ul style="list-style-type: none"> Experienced in leading a team in a customer focused organisation Experienced in delivering training to staff Experienced in the routine maintenance and operation of plant, machinery and equipment Experienced in implementing health and safety principles in the workplace Experienced in collating data for performance reports Experienced in the use of IT including word processing, spreadsheets, databases, email and the internet Experienced in the use of computerised booking systems and front of house service provision 	
Knowledge, Skills and Experience	Interview
<ul style="list-style-type: none"> Ability to give clear written and verbal instructions to staff, customers and other visitors Good knowledge of the operations of swimming pool and other plant Good knowledge of health and safety in the workplace 	
Education, Training and Qualifications	Original documents
<ul style="list-style-type: none"> Hold a recognised pool plant operator certificate Hold a recognised First Aid at Work qualification Hold a recognised Pool Lifeguard qualification 	
Working Arrangements	Interview
<ul style="list-style-type: none"> 	

DESIRABLE CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	Application form (follow up at interview)
<ul style="list-style-type: none"> 	
Knowledge, Skills and Experience	Interview
<ul style="list-style-type: none"> 	
Education, Training and Qualifications	Original documents
<ul style="list-style-type: none"> 	
Working Arrangements	Interview
<ul style="list-style-type: none"> 	

THE POST IS SUBJECT TO:	
Disclosure of convictions under the Rehabilitation of Offenders (Exemption) Act 1974	
Yes <input type="checkbox"/>	No <input type="checkbox"/>
Political restriction	
Yes <input type="checkbox"/>	No <input type="checkbox"/>

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The ability to speak fluent English under the Immigration Act 2016	
Yes <input type="checkbox"/>	No <input type="checkbox"/>

• Version Control	
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