

Job Profile

OVERVIEW:

Job Title:	Duty Manager
Grade:	FC6
Department:	Operations
Section:	Operations
Location:	Fife Wide
Reports to:	Area Leisure Manager
Responsible for:	Leisure Attendants Receptionists Cleaners Lifeguards Fitness Instructors (matrix)

ABOUT THE ROLE:

The role is to assist the Area Leisure Manager and be responsible for the management of the team and operational management of the venue to ensure that the team perform to a high level delivering on KPIs.

Maintain service standards, operational efficiency and ensure high level customer experience within a safe environment.

YOUR IMPACT

1. Manage and support the team including associated HR management, shift rotas, resource management and inductions to ensure the team is high performing and working well as a collective, delivering effectively on their areas of responsibility.
2. Manage the programmes to ensure delivery and space utilisation for the venue is taken into consideration, determine customer needs and regularly review FSLT performance against service standards.
3. Monitor the venue by completing daily tasks to ensure that the venue is safe, well presented and cleaned to a high standard to conform with legislative requirements.

4. Support the Area Leisure Manager by managing your venue(s) to ensure the venue can undertake activities being delivered, including organising managing the allocation of customers and delivery of programmes, according to the venues multiple programmes and activity spaces in order for the organisation to run smoothly.
5. Manage customer complaints, responding and resolving complaints and completing all necessary documentation to see through to satisfactory resolution to support the team and customer service.
6. Provide risk assessments in writing and deliver training to teams to ensure knowledge is devolved, to support with legislative process.
7. Manage and provide necessary Health & Safety compliance checks, dealing with any issues that arise from this. Attend H&S meetings, report service breakdowns and monitor safe systems of work as well as the H&S of plant and equipment within sports and leisure facilities/swimming pools to ensure the highest standards of health and safety.
8. Assist the Area Leisure Manager by writing and reviewing H&S documentation and manage safe systems of work, ensure H&S action plan is up-to-date, and undertake H&S staff meetings to encourage the highest standards of H&S.
9. Manage the team to deliver financial procedures including cash handling, conducting stock checks and investigating any financial anomalies to support with accurate reporting and financial security for the venue.
10. Manage the delegated budget for your area and monitor financial handlings in your team such as stock checks, placing orders, cash handling procedures and investigate and report any abnormalities in order to meet financial sustainability targets.
11. Assess customer needs against service standards and identify trends of customer use and feedback to recommend actions for change to support the business to develop and improve the venues service and customer experience.
12. Manage and monitor the team to ensure a high standard of service is delivered to a wide range of customers, achieving performance targets and delivering the workplan, continually striving to improve and develop the venue service and uphold the service promise
13. Deputise as required for the Area Leisure Manager
14. Contribute to the wider development of the Trust as a member of Fife Sports and Leisure Trust to support the needs of the organisation.

- 15.** Undertake any other duties which are reasonably deemed to be within the scope of the role including new areas of work and suggest necessary changes to current ways of working to ensure the smooth running of the business.

OTHER IMPACT:

Undertaking all other duties as required for the role. Duties will be in line with the grade.

WHAT YOU WILL BRING:

Skills, Knowledge, Qualifications and Experience	E	D
Educated to SCQF level 6 or equivalent qualification and/or qualified by experience.	X	
Introductory Diploma in Management (or working towards) or an equivalent management qualification		X
National Pool Plant Operators (NPPO)		X
Coaching Qualification		X
Events Management Qualification		X
Significant experience of working in the leisure, hospitality or events industry	X	
Demonstrable Programming experience	X	
Significant experience of working at a management level, managing a team including associated HR processes.	X	
Substantial experience working in a customer facing role across multiple services and facilities	X	
Significant experience of supporting facility programmes	X	
Significant experience of supporting staff development	X	
Significant experience of providing a regular and effective service	X	
Significant experience of cash handling and banking procedures	X	
Demonstrable experience of multifacility management and experience of event and programme organisation	X	

Demonstrable experience in analysing and interpreting data	X
Demonstrable experience of working with partners in both public and private sector	X
Demonstrable experience of leading/making a positive contribution to change.	X
Understanding of the industry best practice and legislative requirements, and evidence of delivering this within an organisation	X
Detailed Understanding of Health and Safety	X
Understanding of confidentiality and 'General Data Protection Regulations'	X
Understanding Political awareness and context and requirements for public accountability in a public sector organisation and of the issues arising from working with non-executive stakeholders or politicians.	X
Understanding of how charitable trusts operate	X
Understanding of current issues facing the Sport, Leisure and Fitness industry and the workings of the wider public and third sector.	X
Highly developed organisational skill and ability to manage conflicting demands	X
Developed report writing skills	X
Developed communication and numerical skills	X
Highly developed ability to motivate others to perform to the highest standards	X
Developed customer service skills.	X
Highly developed ability to problem solve, analyse issues and provide practical solutions	X
Developed ability in MS Office and CRM	X
Highly developed ability to interpret legislation	X
Developed skill in MS office and CRM.	X

E = Essential Criteria D = Desirable Criteria

APPOINTMENT CONDITIONS:

You will be required to obtain PVG scheme membership.