



Post: Duty Manager

Job Ref: L1453

Rate of Pay: £17.88 per hour

(K:A Leisure provides workers with a minimum hourly rate of £13.52 under the Living Wage Initiative. Term and Conditions apply)

Hours: Full-time – 37 hours per week

Duration: Permanent

Location: Vikingar! - Greenock Road, Largs, KA30 8QL

Job Purpose

The Duty Manager is responsible for operational leadership and supervision during shifts at Vikingar Leisure Centre, including leisure facilities, Vikingar Attraction, and Theatre operations. Acting as the senior on-duty manager, the postholder ensures that all operational teams deliver safe, high-quality, and customer-focused services in line with KA Leisure's vision, values, and policies.

The role ensures smooth day-to-day delivery of programmes, events, and visitor experiences, supporting the Assistant General Manager and General Manager in achieving operational and commercial objectives.

Main Duties and Responsibilities

Operational Leadership & Supervision

- Lead and supervise operational staff during allocated shifts across leisure, attraction, theatre, and hospitality services.
- Ensure smooth delivery of programmes, classes, events, theatre performances, and visitor activities.
- Respond promptly and effectively to operational issues, incidents, and emergencies, following company procedures.
- Maintain high standards of cleanliness, safety, maintenance, and presentation throughout the centre.
- Ensure all operational activities comply with health & safety, safeguarding, and statutory regulations.

Customer Experience

- Deliver an exceptional visitor and customer experience across leisure, attraction, and theatre services.
- Monitor service quality and respond to feedback or complaints professionally and efficiently.
- Ensure that programmes and services are inclusive, accessible, and meet community and visitor needs.
- Act as a visible ambassador for KA Leisure during operational shifts, maintaining a professional and approachable presence.

Staff Management & Development

- Supervise and support operational teams during shifts, providing guidance, coaching, and feedback.
- Ensure staff adherence to policies, procedures, and service standards.
- Assist in identifying staff training needs and support development opportunities.

Financial & Operational Support

- Support income-generating activities during shifts, such as admissions, classes, attractions, and theatre ticket sales.
- Monitor operational performance KPIs and report any issues to the Assistant General Manager.
- Contribute ideas for operational improvements and efficiencies.

Communication & Reporting

- Maintain clear communication with the Assistant General Manager and General Manager regarding operational issues, incidents, or improvements.
- Complete reports, logs, and checklists accurately and in a timely manner.
- Participate in team briefings, handovers, and meetings as required.

Any other duties and responsibilities required to effectively undertake the role.

Person Specification

- Confident and proactive leader with the ability to motivate and guide operational teams.
- Strong problem-solving and decision-making skills under pressure.
- Excellent communication and interpersonal skills with a customer-focused approach.
- Highly organised, adaptable, and able to prioritise multiple operational demands.
- Resilient, professional, and capable of maintaining standards in a busy, multi-use environment.
- **Motivated**, shows a positive, confident attitude and able to influence others,
- Demonstrates **courage**, is fearless, committed, and confident in your own knowledge,
- Work to the best of your ability, stepping up to deliver the highest standards of **performance**,
- **Trust** yourself and others to make good decisions, promote collaboration and encourage autonomy,
- You're **disciplined**, with a work ethic that focuses on getting things done,
- You're **resilient** and recover from challenges by learning for the future and adapts your approach,
- **Consistent**, showing the best you every single day; treats everyone fairly and with compassion.

Criteria

	Essential	Desirable
Education & Qualifications	Relevant leadership/ management qualification or equivalent management experience. Evidence of Continued Professional Development	IOSH Managing Safely or equivalent Health & Safety qualification. Pool Plant Operators Certificate (PPO) or equivalent National Pool Lifeguard Qualification (NPLQ).
Experience & Skills	Experience in a supervisory or management role within leisure, hospitality, sport or a related environment. Experience delivering customer service excellence. Experience ensuring compliance with health & safety and safeguarding.	Experience within a multi-use leisure trust. Basic financial awareness.

Additional Requirements

- Ability to travel for meetings, training, or work purposes as required.
- Flexibility to work evenings and weekends to support operational delivery when necessary.

To Apply: Please complete and submit the application form, available on our website: <https://kaleisure.com/about/work-with-us/>

Closing Date: Friday 30th October 2026

We will be in contact with you no later than 20 working days after the detailed closing date of the post however, if you have not heard from us within that period, unfortunately you have been unsuccessful on this occasion.

All posts within KA Leisure are subject to the Rehabilitation of Offenders Act 1974 (Exclusions and Exceptions) (Scotland) Order 2003 as amended by the Protection of Vulnerable Groups (Scotland) Act 2007.

Regulated Work with Children/Protected Adults:

Where work is considered regulated work with children and/or protected adults, it is an offence to apply if you are barred from working with children and/or protected adults. Dependent on the classification of post, preferred candidates will be required to join either the PVG Scheme, undergo a PVG Scheme Update check or complete a Police Check Scotland form prior to a formal offer of employment being made by KA Leisure.

PLEASE NOTE: Successful candidates will meet the cost of the relevant PVG/Police Scotland check; this will be deducted from salary following commencement of employment with the Company visit www.disclosurescotland.co.uk