



**North
Northamptonshire
Council**

Job Description and Person Specification

Job details

Job title: Duty Manager

Grade: NNCBAND05

Reports to: Leisure Manager and Assistant Leisure Manager

Responsible for: Senior Leisure Assistant/Leisure Assistant/Leisure Customer Advisor/Cleaning team/Creche

Directorate and Service area: Public Health – NNC Leisure Services

Main Duties and Responsibilities:

(This list contains the main duties and responsibilities of the post holder but it is not an exhaustive list)

- Supervising the operation of the facility ensuring that staff duties are carried out in accordance with the facilities Normal Operating Procedures and Emergency Action Plans
- Ensure an excellent standard of customer care is implemented and maintained at all times in line with the Customer Care Policy and Customer Charter
- Assist in the implementation and monitoring of systems and records in relation to Quality Awards, in particular Quest
- Ensure the health, safety and welfare of all persons to comply with the policies and procedures relating to Health and Safety within the facility
- Operate and monitor Pool and Health Suite Plant Room in accordance with Operational Procedures to ensure a safe and comfortable swimming environment for all users
- Ensuring the security of the building and safeguarding of the property of the Council and Accounting of all monies received in accordance with the Councils Financial Rules
- Assist the Facility Manager in the creation, implementation and advertising of a full and varied facility programme
- Ensure mechanical equipment within the facility is operated in accordance to Manufacture and Operational Procedures and facility programme requirements
- Assist in staff development and training, monitoring performance and challenging under achievement

- Assist in the gathering and collating and monitoring of relevant management information including performance indicators, Best Value Statistics and other Statistical Information
- Positively promote the facility through membership sales, leaflets, displays, out reach work, general daily duties and any such promotional activities
- Maintain and monitor appropriate inspection records in relation to the facilities operation and quality standards
- Deal efficiently with customer comments and complaints in line with the Customer Care Policy and Customer Charter
- Ensure the building is clean and tidy throughout the shift; develop an effective cleaning programme ensuring compliance to the facilities cleaning procedures and quality standards
- Ensure that proper uses are made of the building and equipment. Report accidents/incidents involving persons or property, damage of any description and any defects in the building or equipment
- Cover specific areas of responsibility in line with the needs of the facility operation e.g. Health & Safety, Maintenance, Staffing, Quality etc
- Cover and assist with reception duties as required
- Assist with undertaking the general administration of the facility
- Ensuring all stock is accounted for and to assist with stocktaking
- Raising official orders and invoices, processing for supplies and services through the FMS System in compliance with Corby Borough Council Financial Rules
- Liaise with clubs, schools and hirers using the facility and ensuring compliance with relevant procedures
- Participate in out of hours call out list and duties
- Carry out reasonable allied duties to the above within the context of the section / departments responsibilities

NOTES

It is a special condition of employment that the post holder will work a shift system, which is subject to variation to meet the exigencies of the service. The salary grade recognises this condition and no additional payments will be made in respect of the alternating shift system and weekend work

Any overtime payments will be paid at basic rate

Bank holidays worked will be paid at time, time plus one third paid per hour

Additional Information / Local Agreements attached to this post

- The post holder must attend all relevant training related to facility operation and specific NPLQ skills.
- This post is subject to a DBS check.
- The employee will be expected to have a positive approach to the furtherance of his or her knowledge in all areas of work and to promote personal development.
- The post holder may be required to work at other facilities within North Northamptonshire Council

Person Specification

The ideal candidate will be able to demonstrate the following skills, knowledge and experience

Criteria	Skills, Knowledge, Experience etc	Essential / Desirable	Method of Assessment
Education / Qualifications	ISRM Supervisory Management certificate or equivalent or studying for Or sufficient and detailed experience at a commensurate level Or the councils Stand In Duty Manager (SIDM) package)	E	Application
	Knowledge of Pool Plant and Spa Operation	E	Application
	First Aid at Work	E	Application
	National Pool Lifeguard Qualification (to be obtained within 6 months) or RLSS National Rescue Award	E	Application
	Knowledge of Health and Safety	E	Interview
	Knowledge of, or experience of working with Quality Systems	D	Interview
Skills / Experience	The post holder must possess excellent customer care skills, be courteous at all times as well as being flexible and enthusiastic in their approach to the required duties	E	Application

	The post holder should have 1 years experience gained within a leisure environment	E	Application
	Supervisory experience	E	interview
	Ability to work unsupervised	E	interview
	Flexible approach to working hours within a shift system	E	interview
	Pleasant manner and appearance	E	interview
	Experience of dealing with the public	D	interview
	Ability to meet deadlines	E	interview
	Cash handling experience	D	interview
	Good oral and written communication skills	E	interview
	Ability to motivate staff and create team spirit	E	interview
Miscellaneous	Must be willing to undertake relevant training to gain and maintain certificates in: - First Aid at Work ISRM National Pool Plant Operator RLSS National Pool Lifeguard Qualification DBS check required	E	Interview
	A uniform and name badge is provided and must be worn	E	Interview