

## ELSWICK COMMUNITY LEISURE CENTRE

### DUTY MANAGER

#### We have two vacancies

- **Full Time DUTY MANAGER (39 hrs), £23,500, 33 days holiday** including 8 statutory days. Will have full responsibility for safe and effective management of the centre, driving income generation, managing staff and volunteers.
- **Part Time DUTY MANAGER (20hrs), £23,500 (*pro rata*), 33 days holiday** including 8 statutory days (*pro rata*). Will have full responsibility for safe and effective management of the centre, driving income generation, managing staff and volunteers.

We are looking for appointments to be in place by mid October. **We will be interviewing candidates 12 and 13 September.**

**Applications must reach us no later than noon on Monday 9 September.**

- **Applicants must submit a CV**, including information about current and previous employment, qualifications including grades where appropriate, and referees.
- **Applicants should also submit a covering letter** (of approx 650 words max) stating the post they are applying for, how they are qualified for the post and how they meet essential and desirable criteria in the job description. They should also give an overview of responsibilities in their current or last employment (paid or voluntary).
- **Send applications to [enquiries@elswickpool.co.uk](mailto:enquiries@elswickpool.co.uk)**

All appointments will be subject to the receipt of satisfactory references and the outcome of an enhanced DBS check.

If you wish to discuss these vacancies, please contact 0191 452 0932, leaving a message if no-one is available to take your call.

*Elswick Community Pool & Leisure Centre CIO strives to be a fair and equal opportunities employer and is determined to ensure no applicant or employee receives less favourable treatment on the grounds of gender, age, disability, religion, belief, sexual orientation, marital status, or race, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable.*

*The pool is located in **Newcastle's West End**, an economically deprived area with high levels of poor health. The board is committed to working in partnership with local residents and organisations to deliver opportunities that are both affordable and accessible and there is an expectation that employees will contribute to ensuring these goals are met.*

# **DUTY MANAGER JOB DESCRIPTION**

## **1. PRINCIPAL RESPONSIBILITY**

To manage and co-ordinate all operational aspects of the service, ensuring a safe, legally compliant, efficiently-run and friendly environment. Manage key performance areas and budgets for the centre, as well as motivating employees and volunteers.

## **2. ORGANISATIONAL STRUCTURE**

The duty manager will report directly to the board, and be responsible for oversight of all pool operations. Duty managers will report to the senior duty manager, and to the board as required. All managers will take on their fair share of responsibilities connected with running the pool. All managers will be responsible for supervising senior leisure attendants, leisure attendants, swimming teachers, volunteers and work placements as required.

## **3. KEY RESULT AREAS**

- To manage and co-ordinate staff, volunteers and coaching personnel.
- To plan, review and report volunteer development, including liaison with individuals and external agencies within an agreed budget.
- To contribute towards improved operational performance including cost monitoring.
- To plan, deliver and monitor activities, in line with the Board's strategic plans.

## **4. DUTIES**

- To work on specific projects as directed by the senior duty manager.
- To provide analytical support and statistical monitoring of business performance.
- To supervise and direct the work of duty staff and liaise with colleagues including volunteers.
- To recruit, train and mentor staff, coaches and volunteers and provide them with advice and guidance in the planning and delivery of activities.
- To promote new and existing activities to the widest possible audience with a view to attracting new customers and retaining existing clients.
- To operate the facilities in accordance with legislation, health & safety procedures, ensuring that all appropriate facilities testing and relevant certification is undertaken with full records kept.
- Undertake wide range of daily duties required to deliver safe and effective daily operation of the leisure centre, in line with risk assessments, working practices and procedures. This will include customer-facing activities, plant room duties and general building maintenance responsibilities.
- To undertake reviews of all of the company's health and safety policies and

procedures.

- To ensure that all employees and volunteers have received appropriate training and certification for their role and full records are kept.
- To deliver internal and external courses as and when required.
- To work on a shift rota which may include shift work when covering holidays and illness.
- To maintain current knowledge of NGB and other relevant agencies, programmes, policies, guidance and advice.
- To be committed to continuous professional development (CPD) relevant to the post. To maintain own current Pool Lifeguard qualifications.
- Be familiar with the work of others and provide support and assistance as necessary to promote teamwork in the provision of good quality health, fitness and leisure service.
- To cover for other duty managers.
- To hold keys and follow open up and closing down procedures. To attend alarm call outs.

Other Duties – The duties and responsibilities in this job description are not restrictive and the post holder may be required to undertake any other duties, which may be required from time to time. Any such duties should not however substantially change the general character of the post.

Equal Opportunities – The post holder must carry out their duties with full regard to Equal Opportunities legislation and best practice.

Disclosure & Barring Service – All appointments are subject to the satisfactory outcome of an enhanced DBS disclosure.

**Person Specification on next page**

## Elswick Community Pool Duty Manager

### PERSON SPECIFICATION

#### JOB TITLE

**Senior Duty Manager, Duty Manager**

Person Specification		Measured By:
Qualifications / Knowledge	<b>Essential</b> <ul style="list-style-type: none"> <li>• Managerial experience</li> <li>• Operational experience of Swimming Pools</li> <li>• Current RLSS National Pool Lifeguard Qualification</li> <li>• Certificate in Pool Plant Operation</li> <li>• ASA Level 1 Teaching Qualification</li> <li>• L2 Fitness Instructor</li> </ul>	CV Document Evidence Pool Assessment
	<b>Desirable</b> <ul style="list-style-type: none"> <li>• RLSS TA</li> <li>• Tutor, Mentor or Trainer Qualification</li> <li>• ASA Level 2 Teaching Qualification</li> <li>• IOSH Qualification</li> <li>• Experience of Managing or working with Volunteers</li> <li>• First Aid at Work Certificate</li> <li>• CIMSPA member</li> <li>• Driving License</li> </ul>	CV Document Evidence
Technical Expertise	<b>Essential</b> <ul style="list-style-type: none"> <li>• Significant experience in a management role</li> <li>• Well organised and able to meet deadlines</li> <li>• Able to solve technical issues relating to Operations, Customers and Employees</li> <li>• Experience of evaluating and monitoring activities using performance indicators</li> <li>• Evidence of CPD</li> <li>• Evidence of outreach work</li> </ul>	CV Application letter Pool Assessment Interview
	<b>Desirable</b> <ul style="list-style-type: none"> <li>• Understanding of Health and Safety in the public and private sector, in particular HSG 179</li> <li>• Able to demonstrate good IT skills including presentations</li> </ul>	Interview Application Letter Pool Assessment

Personal Qualities	<b>Essential</b> <ul style="list-style-type: none"> <li>• Pro-active, self-motivated and skilled at motivating others</li> <li>• Able to communicate positively with a broad range of people</li> <li>• Advocate of the benefits of a healthy lifestyle</li> <li>• Ability to work successfully both independently and as part of a team</li> <li>• Commitment to work outside normal working hours including evenings and weekends</li> <li>• Punctuality</li> </ul>	Application letter Interview
	<b>Desirable</b> <ul style="list-style-type: none"> <li>• Good health and safety compliance knowledge</li> <li>• Ability to demonstrate commitment</li> <li>• A desire for constant self-improvement</li> </ul>	Application letter Interview
Skills and Abilities	<b>Essential</b> <ul style="list-style-type: none"> <li>• Strong team leadership and influencing skills</li> <li>• Good facilitation and negotiation skills working with a wide range of partners and volunteers</li> <li>• Be able to perform under pressure and manage many projects simultaneously</li> <li>• Be a team player with the ability to work on own initiative</li> <li>• Able to demonstrate excellent personal organisation with the ability to prioritise own workload and balance conflicting demands</li> <li>• The ability to tackle challenges in a systematic way and solve problems</li> <li>• Good verbal and written communication skills</li> </ul>	Application Letter Interview
	<b>Desirable</b> <ul style="list-style-type: none"> <li>• Able to liaise with businesses and partners</li> <li>• Experience of promoting activities and events</li> </ul>	Application Letter Interview