



THE PICKAQUOY CENTRE TRUST

DUTY MANAGER

JOB DESCRIPTION

SALARY:	£30,000 per year £16.48 per hour
NO. OF HOURS:	35 hours per week
DATE PREPARED:	April 2024
RESPONSIBLE TO:	Operations Manager
RESPONSIBLE FOR:	Supervision of all Operational Staff whilst acting as the Centre Duty Manager, plus departmental Line Management responsibility.

OVERVIEW: Your experience, positive attitude, and attention to detail will assist The Pickaquooy Centre Trust in the delivery of all daily operations to the highest possible standard.
You will act as an ambassador for The Pickaquooy Centre Trust, be a dynamic member of the team, and thrive in a fast-paced and constantly changing environment.
Working closely with the Operational and Senior Management Team, you will assist in delivering Operational activity which both exceeds customer expectation and supports business growth.

PRINCIPAL FUNCTIONS: Responsibility for the day-to-day Operational Management of The Pickaquooy Centre, ensuring Health, Safety & Environment (HSE) standards and Pickaquooy Centre policies and procedures are always adhered to.
Providing exemplary customer service, and ensuring others meet the same standard, is paramount to this role.
This role involves supervisory, Line Management, and developmental responsibilities.

MAIN DUTIES:

1. Day to day preparation of all Pickaquooy Centre facilities to the highest possible standards.
2. Responsible for effective delivery of daily operations, ensuring that all tasks undertaken are compliant with HSE requirements.
3. Ensure correct public usage of centre facilities, as detailed within The Admissions Policy, whilst always adhering to Operational Procedures.
4. Personally provide outstanding levels of customer service in accordance with Pickaquooy Centre Values, ensuring that all operational staff meet the same standard.
5. Keep up to date and be able to provide information on all products and services, to both customers and colleagues.

6. Assist in all aspects of operations across all facilities, including but not exhaustive of set-up procedures; cash handling; booking procedures; customer response; adherence to financial and legal regulations; staff supervision.
7. Assume overall responsibility for the security of the building and its assets, and the safety of customers and staff.
8. Ensure all areas of the Centre, are clean and tidy, and maintained to a high standard.
9. Establish productive and positive working relationships within all Operational Teams and customer groups.
10. Inspire, motivate, and lead Operational Teams across the Centre to achieve excellent results.
11. Assist in the development and ongoing management of staffing requirements and subsequent rostering.
12. Provide training, mentoring and support to all direct line management staff. Conduct performance reviews for line management staff setting appropriate targets for growth and improvement.
13. Action emergency procedures when required. Ensure the safety of public and staff by following the emergency action plan, assisting with the development of this plan on an ongoing basis.
14. Maintain up-to-date knowledge of relevant industry legislation, guidance and good practice relating to all areas of work across the facility.
15. Liaise with the Pickaquoy Centre internal and external Maintenance Teams, and OIC. Ensure that faults are reported in a timely manner and resolved promptly.
16. Contribute to Management Reports on a monthly and annual basis.
17. Ensure that all duties are completed in line with the Trust's Equal Opportunities Policy along with any other associated policies and practices.
18. Remain compliant with General Data Protection Regulations (GDPR) and maintain absolute confidentiality.
19. Be willing to undertake continuous professional development as required by the Management Team.
20. Undertake any other duties as the Senior Management Team may require.
21. The postholder may be required to work at other sites operated by The Pickaquoy Centre Trust.

PERSON SPECIFICATION

Attributes	Essential	Desirable
<p>Professional / Educational Qualifications –</p> <ul style="list-style-type: none"> • To hold a Sport & Leisure Management Degree or an equivalent nationally recognised Leisure qualification. • To hold a current First Aid at Work qualification or be able to undertake and pass the qualification. • To hold a Health and Safety industry qualification or equivalent. • To hold an SVQ Internal Verifier or Internal Assessor qualification. • To be a Personal Licence Holder or be willing to obtain a Personal Licence. • To be willing to undertake continuous professional development • To hold or be willing to undertake the National Pool Lifeguard Qualification (if required). • To hold or be willing to undertake the Pool Lifeguard Trainer Assessor Qualification (if required). 	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>
<p>Relevant work / other experience –</p> <ul style="list-style-type: none"> • Experience of working in the sport and leisure industry in a supervisory capacity. • A working knowledge of Microsoft office applications, and the ability to learn to use the Trusts Leisure Management System effectively. • Operational knowledge of an industry recognised quality improvement system. • Experience in working under pressure and meeting scheduled operational requirements. • Previous Supervisory and/or Line Management Experience. 	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>
<p>Skills and Abilities –</p> <ul style="list-style-type: none"> • Excellent time management skills. • Ability to formulate, implement and develop individual, team, and organisational goals. • Ability to assist with the formulation of business / service plans along with the Operational Support staff. • Ability and commitment to being an effective team member within a dynamic and innovative team. 	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>
<p>Personal Qualities –</p> <ul style="list-style-type: none"> • Excellent communication skills and the ability to relate to a wide range of staff and customers. • Highly organised with an ability to prioritise, work unsupervised, delegate tasks, and meet deadlines. • Conscientious and committed. • Able to handle sensitive information in a confidential manner. • Meticulous in own and the wider team's personal presentation, and willing to adopt the Centre's dress code. 	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>	
<p>Additional Job Requirements –</p> <ul style="list-style-type: none"> • Available to work on a rota system which will include early mornings, late finishes, and weekends. • Fulfil any requirement to be part of an on-call roster for emergency call outs along with the wider team. • To act as First Aider and personal License Holder for the Centre whilst on duty. • To become a member of the Protecting Vulnerable Groups Scheme. 	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>	