

THE PICKAQUOY CENTRE TRUST

DUTY MANAGER

JOB DESCRIPTION

SALARY:	£14.82
NO. OF HOURS:	35
DATE PREPARED:	November 2023
RESPONSIBLE TO:	Operations Manager
RESPONSIBLE FOR:	All operational staff below Duty Manager level
PRINCIPAL FUNCTIONS:	<u>Overview</u>

You will act as an ambassador for The Pickaquoy Centre Trust and will be a dynamic member of the team who thrives in a fast paced and ever changing environment.

Responsibility for the day-to-day operational management of The Pickaquoy Centre, ensuring Health, Safety & Environment (HSE) standards and Centre policies and procedures are adhered to at all times. Providing exemplary customer service is paramount to this role. Line management and development responsibilities.

Main Duties

1. Day to day preparation of all The Centre's facilities to the highest possible standards.
2. Responsible for the smooth running of daily operations, ensuring that all tasks are undertaken in respect of HSE requirements.
3. Ensure correct usage of The Centre facilities by the public as detailed within The Centre's Admissions Policy, whilst adhering to Operational Procedures at all times.
4. Personally provide outstanding levels of customer service in accordance with the Pickaquoy Centre Values and ensuring that all operational staff meet the same standard.
5. Keep up to date and be able to provide information on all Centre products and services, for both customers and colleagues.
6. Assist in all aspects of operations across all facilities, including set-ups, cash handling, processing bookings, answering questions and adherence to financial regulations. Responsibility for the security of the building and its assets.
7. Ensure all areas of the Centre, are clean and maintained to a high standard.
8. Establish productive and positive working relationships within all Operational Teams and Centre users.
9. Have the ability to inspire, motivate and lead your team, to achieve excellent results.
10. Assist in the development and ongoing management regarding staffing requirements and subsequent rostering.
11. The training, mentoring and supporting of all line management personnel. Conduct performance management for line management personnel, setting appropriate targets as necessary.

12. Action emergency procedures (when required) ensuring the safety of public and staff by following the emergency action plan, and to feed into the development of this plan on an ongoing basis.
13. Maintain up-to-date knowledge of relevant industry legislation, guidance and good practice relating to all areas of work across the facility.
14. Liaise with the Pickaquoy Centre Maintenance Technician, Galliford Try and OIC. Ensure that all faults are reported in a timeous manner and where appropriate, remedied promptly.
15. Ensure that all duties are carried out with due regard for the Trust's Equal Opportunities Policy along with any other associated policies and practices.
16. Remain compliant with General Data Protection Regulations (GDPR) and maintain absolute confidentiality.
17. Willing to undertake continuous professional development as required by the Management Team.
18. Undertake any other duties as the Senior Management Team may require.
19. The post holder may be required to work at other sites operated by The Pickaquoy Centre Trust.

PERSON SPECIFICATION

Attributes	Essential	Desirable
Professional / Educational Qualifications – <ul style="list-style-type: none"> To hold a Sport & Leisure Management Degree or equivalent nationally recognised Leisure qualification To hold a current First Aid at Work qualification or have the ability to undertake and pass 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 License Holder To be willing to undertake continuous professional development To hold or be willing to undertake the National Pool Lifeguard Qualification To hold or be willing to undertake the Pool Lifeguard Trainer Assessor Qualification 	 	 ✓ ✓ ✓ ✓ ✓
Relevant work / other experience – <ul style="list-style-type: none"> To have experience of working in the sport and leisure industry in a supervisory capacity To have a working knowledge of Microsoft office applications, while having the ability to use the Trusts Leisure Management System effectively To have operational knowledge of an industry recognised quality improvement system To demonstrate prior experience in working under pressure and meeting scheduled operational requirements 	 ✓ ✓	 ✓ ✓
Skills and Abilities – <ul style="list-style-type: none"> To have excellent time management skills To have the ability to formulate, implement and develop individual, team and organisational goals To have the ability to assist with the formulation of business / service plans along with the Operational Support staff To demonstrate an ability and commitment to being an effective team member within a dynamic and innovative team 	 ✓ ✓	 ✓ ✓
Personal Qualities – <ul style="list-style-type: none"> To have excellent communication skills and the ability to relate to all customers To be highly organised with an ability to prioritise work, work unsupervised and meet deadlines To be conscientious and treat all sensitive information in a confidential manner The ability to have open and frank communications with staff in relation to disciplinary matters / concerns To be meticulous in your own and your teams personal presentation and adopt the Centre's dress code 	 ✓ ✓ ✓ ✓ ✓	
Additional Job Requirements – <ul style="list-style-type: none"> To be available to work on a rota system which will include early mornings, late finishes and weekends You may be required to be rostered on an on-call roster for emergency call outs as part of a wider team To become a member of the Protecting Vulnerable Groups Scheme 	 ✓ ✓ ✓	