

Job Description & Person Specification

Job title	Duty Manager (ref DM061)
Reports to	Leisure Manager
Location	Sidmouth Leisure Centre & Swimming Pool
Salary	£17,767 - £22,995 per annum
Hours	37 hours per week

About LED Community Leisure

LED Community Leisure is a registered charity and a community benefit society. With over 15,000 members across 16 sites, we offer a range of diverse cultural, sporting and physical activities throughout East Devon and South Somerset in the sectors of indoor and outdoor sports, swimming, exercise and health, children's play schemes, educational programmes, sporting and cultural events and the performing arts.

LED Leisure Enterprises Ltd is a subsidiary of LED Leisure Management Ltd and was established to undertake trading on a commercial footing raising funds for the parent charity. The provision of catering, hospitality and events management is undertaken through LED's trading subsidiary LED Leisure Enterprises Ltd, including Ocean.

Our Vision & Values

Our Vision: To be the community leisure provider of choice

Our Values:

- Opportunities We will provide enjoyable, active, healthy & enriching opportunities that are inclusive to all members of our community.
- Our Customers We will work with our customers to continuously improve our service, facilities & activities.
- Our Team We will empower and invest in our team to meet customer and business needs.
- Sustainability We will work with all stakeholders to ensure business and environmental sustainability.

Job purpose

Assist the Leisure Manager with the safe, efficient and effective management of the Leisure Centre deputising for him/her in his/her absence.

Assist the Leisure Manager to communicate, implement and achieve the centre's annual target Key Performance Indicators (KPIs), aims and objectives, providing leadership, motivation and coaching to Team members.

This post is exempt from the Rehabilitation of Offenders Act (ROA) (as amended) and appointment is subject to satisfactory outcome of disclosure (check of all criminal records).

Key responsibilities

- Deputise for the Leisure Manager in her/his absence.
- Lead on a key area/s of facility operations, e.g. sports, group exercise, swimming, fitness
- Supervise the use of facilities by organisations and individuals, ensuring that high standards of safety are maintained for both customers and coaching staff.
- Ensure high standards of customer service are maintained at all times.

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- Be responsible for the day-to-day management of all cash receipts, records, stock control and retail activities as appropriate. Centre wide responsibility for Finance & Administration.
- Cover reception duties as required.
- Be responsible for the management of First Aid and Emergency action during the Centre's opening hours.
- Ensure that the facilities comply with Fire, Health and Safety, Food and Hygiene Regulations.
- Ensure that the security of the premises is maintained at all times.
- Assist the Leisure Manager with the development of a comprehensive programme of use.
- Be responsible for the supervision of reception and other facility assistants.
- Ensure that public and staff safety is maintained, particularly in circumstances where a higher level of risk is considered to exist.

Essential Skills and Qualifications

- Previous duty management experience in a related environment
- An understanding of current legislation within the leisure industry (including marketing and customer service strategies)
- Flexibility for weekend/evening work
- IT competent including Word, Excel & Outlook
- Experience with a computerised Leisure Management System

Desirable Skills

- Leisure Management supervisory qualification
- National Pool Lifeguard Qualification
- Current First Aid at Work Certificate

All employees have the following activities included in their job descriptions;

- Support and promote LED's 'Vision and Values', leading by example.
- Contribute to reports for Trustees, EMT and partner working groups to consider issues relating to LED.
- Contribute to the performance of LED by participating positively in your appraisals, service planning and the team meeting process.
- Support EMT in ensuring LED offers a customer focused service to help achieve continuous improvement and innovation in service delivery.
- Recognise your role in forming constructive relationships, to help promote positive communication across the organisation.
- Act as an ambassador for LED.
- Attend meetings as required during working hours, or with a minimum of 24 hours' notice for out of hour's meetings.
- Comply with LED's Constitution, policies and procedures.
- Perform any other relevant activities, commensurate with the grading of the post, as required by your Manager.