**JOB TITLE: Duty Manager**

**RESPONSIBLE TO: Sports Complex Manager**

**RESPONSIBLE FOR:** Operational Staff

**BACKGROUND:**

# Malvern College’s state-of-the-art Sports Complex comprises a 25-metre deck level pool, a 50-piece fitness suite, 2 glass-backed squash courts, an 8-court Sports Hall, climbing wall, a dance studio and a rifle range. In addition to serving the term time needs of the College and its students, the Sports Complex provides facilities for the local community, both in term time and in the school holidays.

# Duty Managers fill a key customer-focused role, responsible for the smooth running of the complex on a daily basis.

**PURPOSE OF THE POST:**

• To operate the complex on a day-to-day basis, with responsibility for the well-being and Health & Safety of all users of the complex and for the staff, buildings, plant and equipment;

• To ensure the highest standards of service delivery;

• To ensure that all plant and equipment is operated and used in a safe and effective manner;

• To allocate tasks and supervise staff to ensure the smooth operation of the complex.

**KEY RESPONSIBILTIES:**

* To assist the Sports Complex Operations Manager in operating the complex in an effective and economical manner;
* To take lead responsibility for specific management tasks to aid the operation of the complex as directed by the Sports Complex Operations Manager;
* To ensure the facility is prepared for use in the morning, operates smoothly throughout the day and that the building is properly secured at the end of the evening shift;
* To be responsible to the Sports Complex Operations Manager for the safety, supervision and work of staff together with the safety of all pupils and members of the public within the Complex;
* To be responsible for the safe and proper handling of all monies received in the complex each day in accordance with College requirements and to report any discrepancies to the Sports Complex Operations Manager at the earliest possible convenience;
* To receive and answer customer comments, enquiries and complaints;
* To ensure that the building and all equipment is maintained to the highest possible standards of operational effectiveness and cleanliness;
* To ensure that preparation for the daily programme is carried out in an effective, economic and efficient manner;
* To provide first aid to staff and users of the complex when necessary;
* To ensure that day to day staffing levels throughout the complex are appropriate to the level of business;
* To ensure the day-to-day compliance with all relevant legislation including liquor, trading, public entertainment and advertising;
* To have particular responsibility for day to day routine health and safety requirements such as COSHH, for building maintenance, cleaning schedules, processing of timesheets and preparation of staffing rotas;
* To assist with the organisation, development and running of the bookings programme, activities programme and special events;
* To support the front of house function during busy periods and breaks;
* To undertake lifeguard duties when necessary to cover breaks and busy periods;
* To undertake Fitness Supervisor duties when necessary to cover breaks and busy periods;
* To ensure efficient operation of the pool plant and carry out all associated functions;
* To monitor pool water quality in line with relevant guidance and proactively maintain balanced pool water at all times;
* Whilst on duty to act as the Emergency Co-ordinator in respect of the facility;
* To achieve and maintain the National Pool Lifeguard qualification and ensure personal fitness, ability and training is maintained;
* To be responsible for their own Health and Safety and that of customers;
* To regularly attend staff training sessions and meetings.

**PERSON SPECIFICATION:**

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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Education and Qualifications | * Minimum of GSCEs in Mathematics and English Language
* National Pool Lifeguard qualification
 | * Leisure related qualification e.g. NVQ in Sport and Recreation or BTEC in Leisure and Tourism
* NVQ Level 3 or equivalent in Supervisory Management
* Pool Plant operations qualification
* First Aid at Work
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| Experience, Knowledge and Understanding | * A minimum of six months experience of working in a sports/leisure facility at a supervisory level
* Knowledge of Pool Plant operation
 | * Finance and budgeting procedures and practices
* Management of Health and Safety with regard to staff and public
* Experience of using leisure industry specific software packages (e.g. Gladstone, Wellness)
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| Role Related and Personal Skills | * Computer skills (Word, Excel)
* Excellent communication skills
* Must be able to deal with customer enquiries and complaints to a satisfactory outcome for all parties
* Able to work well under pressure
* Team leadership and motivation skills
* Ability to plan and schedule own workload
* Ability to respond to change whilst working in a commercial environment
* Must be fit and strong as work involves physical manual handling and cleaning
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| General | * Flexible and able to work unsociable hours if required
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**MALVERN QUALITIES**

All staff are expected to model and promote our Malvern Qualities, which are:

* Resilience
* Self – Awareness
* Open-mindedness
* Kindness
* Collaboration
* Risk-Taking
* Curiosity
* Ambition
* Independence
* Integrity
* Humility

**GENERAL REQUIREMENTS:**

In accordance with the provisions of the Health and Safety at Work Act 1974 (as amended) and the Management of Health and Safety at Work Regulations 1999 (as amended) you must take reasonable care not to endanger yourself or other persons whilst at work. You must co-operate with the College to enable it to comply with its legal duties for Health and Safety.

It should be noted that the above list of duties and responsibilities is not necessarily a complete statement of the duties of the post. It is intended to give an overall view of the position and should be taken as guidance only.

Malvern College is committed to safeguarding and promoting the welfare of its pupils and expects all employees to share this commitment.  Employees must, at all times, have regard to the need to safeguard and promote the welfare of children in line with the provisions of the Children Act 2004 (as amended) and Keeping Children Safe in Education (as amended) and be fully aware of, and understand, the duties and responsibilities that apply to their role in relation to these requirements. All employees must attend appropriate training in accordance with College and local Safeguarding Board stipulations.

**HOURS AND BENEFITS:**

* Hours – you will work 40 hours per week (shift pattern), hours to be worked generally between 6 am and 11 pm, Monday to Sunday. Staff may occasionally be required to work beyond 11pm to support events in the Sports Complex
* 5 weeks holiday per annum plus public holidays. Where public holidays are worked, time off in lieu will be given
* Contributory pension scheme with Scottish Widows (successful candidate will be auto enrolled after successfully completing 3 months service)
* Death in Service Insurance cover and Personal Accident Insurance cover
* Generous membership terms (family and personal) for the College Sports Facility.

**TO APPLY:**

Full details of working at Malvern College and our Application form can be found on our website: <http://www.malverncollege.org.uk/job-vacancies>

Applications should be sent to Human Resources, Malvern College, Malvern, Worcestershire WR14 3DF or via email to humanresources@malverncollege.org.uk by no later than noon on 10 December 2018. Interviews will be held on the 14 & 17 December 2018.

***You will be required to provide proof of your identity, right to work in the UK and qualifications during the selection process.***

***Malvern College exists to provide a quality all round education for pupils aged 13 – 18 and is committed to safeguarding and promoting the welfare of children and young people. Candidates must be prepared to undergo child protection screening and an Enhanced DBS check.***

***We will seek references on short-listed candidates that will include questions about past disciplinary actions or allegations in relation to behaviour with children and may approach previous employers for information to verify particular experience or qualifications before interview.***

**November 2018**