

Kore Sandwell Job Description

Job Title Duty Manager		Section/Site
Grade Grade 5 (SCP 18-25) shift allowance, weekend working at time and a half, and after 8pm at time and a third (if applicable).	Working Hours Average 12hrs	Location Tipton Leisure Centre
Responsible to Leisure Manager/ General Manager	Contacts Centre Users, Officers of the Trust and Sandwell MBC, prospective users and suppliers.	Person responsible for: (May be presented in the form of an organisation chart) Attach separate sheet Line Management responsibility for Receptionists, Leisure Attendants, Cleaners and Casual Employees. Facility management responsibility for other categories of staff working at the site.
Special Conditions		
<p>Uniforms and identification cards/badges to be worn at all times.</p> <p>Applicants must hold and maintain RLSS Pool Lifeguard qualification/STA Pool Lifeguard Award or equivalent.</p> <p>A Casual Car user allowance is allocated to this post.</p> <p>First Aid Allowance payable with valid certificate. The Postholder will be employed by the Trust and will be required to work at any similar establishment under its management in accordance with the 'Flexibility Agreement'.</p>		

This job description is a guide to the work you will initially be required to undertake. It may be reviewed from time to time to meet changing circumstances.

Job Summary

As a member of the Management Team, you will manage the daily operation of the centre including facility management, service delivery, staff supervision/support ensuring that safe and efficient operation of the site is maintained at all times.

In addition to the responsibilities listed below, all employees must be flexible in their approach to undertake such other duties, which are commensurate with the post holder's salary grade, to achieve the objectives of the post.

It is the responsibility of each employee to carry out their duties in line with the Trust's policies on equality (please refer to the Policy Statement), harassment, racial equality and be sensitive and caring to the needs of the disadvantaged, promoting a positive approach to a harmonious working environment. Each employee should act as an exemplar on these issues and should also identify and monitor training for themselves and any employees they are responsible for in line with these policies and the equality standard.

All employees must carry out responsibilities with due regard to the health and safety regulations.

Your duties are:

1. To be responsible for the daily operation of the site supporting specific site teams as is necessary in the provision of quality services.
2. To achieve a high quality of customer service, monitoring standards of service delivery supporting the Customer Charter.
3. To supervise/assist as necessary efficient and effective delivery supporting the schedule of work for cleaning on site, including responsibility for the issue and control of cleaning materials/equipment.
4. To support the service in the development and implementation of a Quality Management system.
5. To fully participate, undertake/organise staff training that supports the development of the service.
6. Support staff and customers with First Aid as appropriate for each incident.
7. To fully comply with the Emergency Action Plan.
8. At all times work in accordance with the 'Normal Operating Procedures'.
9. To ensure that records are maintained as necessary.
10. To be responsible for the day to day supervision of staff, including their development, supporting the Staff Charter, Performance Appraisal Policy and Procedure and IIP process.
11. To support service customers on a day to day basis in respect of bookings, comments, complaints or any enquiries that may arise in the delivery of the Trust's services.
12. To ensure that swimming pools operate in accordance with approved policy/guidance and pool water tests/treatments are carried out and the results recorded.
13. To be responsible for site security including opening/closing of buildings and the setting of security systems as necessary.
14. To ensure that equipment is issued, set up and dismantled in line with the site programme and that equipment is maintained in a safe and satisfactory condition.
15. To carry out facility checks (internal and external) to prevent unauthorised entry.
16. To support Reception staff in the day-to-day operation of Reception.
17. To assist with the issue of tickets, and cash reconciliation as necessary.
18. To maintain good working relationships and support development partnerships with internal and external staff.

19. To support the Management Team by attending user groups, staff groups, centre and area service meetings.
20. To work and assist at any site within the Trust in accordance with the 'Flexibility Agreement'.
21. To support the efficient operation of the on site vending service, including the reconciliation of stock/cash.
22. To prepare reports when requested in the development of the service.
23. Respond to out of hours alarm and emergency call outs.
24. To operate in accordance with the Trust's Policies on Data Protection and Acceptable Use of Information Systems and any procedures relevant to the job role.
25. To comply with and actively promote the arrangements in place in support of the Trust's Smoke Free Workplace policy.
26. All staff within the Trust will be expected to accept reasonable flexibility in working arrangements and the allocation of duties to reflect the changing roles and responsibilities of the Trust. Any changes arising will take account of salary and status. They will also be subject to discussion with individuals or sites affected and with appropriate trade unions.