

Job Description and Person Specification

Weekend Duty Manager

A Lambeth to be proud of



Job Title: Weekend Duty Manager

Department: Growth & Environment

Division: Community Services

Business Unit: Active Lambeth

Grade: Sc6

Reports to: Assistant Manager

Responsible for: Permanent and Casual staff including Recreation Assistants, Fitness Instructors, Concierge

Context

Active Lambeth is the in-house leisure service run by the council, consisting of eight facilities across the borough. In addition to providing 6 gyms, there are 4 swimming pools, Saunas, treatment rooms, outdoor sport pitches, tennis courts, sports halls, Cafes, a Family Leisure Zone, climbing, adventure golf, bowling, karaoke, Multi Sport Simulator and more. Active Lambeth is committed to keeping its residents active by offering a range of exciting activities for people of all ages and the General Manager for a facility has responsibility for ensuring customers have a great experience in a clean and safe environment.

Job Purpose

The Duty Manager is responsible for the day-to-day operation of the facilities at either a wet or dry site on weekends, ensuring they are opened and closed in time with operating procedures and that they are clean and safe for both members and customers, and guaranteeing the highest standards of service. This includes the allocation of and supervision of staff to enable the smooth operation of the facilities. They will support the Management Team as required by working flexibly at any leisure facility, covering shifts during core hours and evenings in the week

Responsibilities

- Ensuring the facility is prepared for use in accordance with the planned programme of activities.
- Take responsibility for key holding so that facilities are opened on time and closed appropriately.
- Ensuring that all areas of the facility are maintained to the highest possible standards of safety, cleanliness, security and operational effectiveness and efficiency.
- Lead by example by carrying out cleaning duties to demonstrate that everyone is responsible for the facility's standard of cleanliness.
- Providing visible leadership to facility staff, ensuring they are motivated and operate at high levels of both performance and efficiency.

- Allocate, monitor and supervise the work standards of operational staff and ensure that staffing levels are appropriate to the programme being run.
- Manage the rotas for the facilities
- Contribute to managing the performance and on-going development of staff.
- Meet the training and development requirements of own job role.
- Maintain a clear customer focus and high visibility within the centre, proactively developing and maintaining high standards of customer care.
- Ensure compliance with all policies and procedures.
- Raise purchase orders and requisitions as required, and order supplies needed to run the centres effectively.
- Support other operational departments where appropriately qualified.
- Carry out other specific non-operational responsibilities.
- Assist the management team in updating any Management Systems, maintaining all operational standards, records, and other procedures in accordance with instructions and regulations.
- Maintain accurate records of incidents, near misses and first aid intervention
- Foster an inclusive environment for all users and staff
- Conduct staff briefing/huddle ensuring clear communications of shift priorities and responsibilities
- Support promotional activities related to products and ensure equipment is set up and maintained appropriately
- Assist with stock checks, equipment audits and booking system oversight as required
- Complete shift reports and update management on key issues, incidents or maintenance needs
- Ensure that all necessary qualifications for the post are maintained and renewed
- Keep abreast of trends and developments within leisure and health and fitness, and discuss own training and development needs with the Supervisor / Centre Manager
- All Duty Managers, regardless of where they are based, will be required to either hold the NPLQ qualification or an equivalent pool management qualification and may only work on poolside covering for a lifeguard where they hold an up-to-date NPLQ.

PERSON SPECIFICATION

<p>It is essential that in you can meet the following requirements for the role and be able to give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A).</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with "Ticks" (✓) on the person specification when you complete the application form.</p>			Shortlisting Criteria
<p>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</p>			
Key Knowledge	K1	Knowledge of the leisure industry	✓A
	K2	Knowledge of Health and Safety compliance standards, such as Normal Operating Procedures	✓A
	K3	Up to date knowledge of developments in leisure, fitness and lifestyle environment	
	K4	Knowledge of electronic booking systems	
	K5	Proficient in the use of Microsoft Office Suite, in particular Word, Excel and Outlook	
	K6	Appropriate professional qualifications including NPLQ, First Aid, use of specialist equipment, Fitness and Pool Plant	✓A
Relevant Experience	E1	Supervisory experience in leisure centre operations	✓A
	E2	Experience of achieving results and making a difference to customers	✓A
	E3	Experience of the budget management process	

Core Values and Behaviours	<p>Equity</p> <ul style="list-style-type: none"> • Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter. • Ensure fairness and justice is at the heart of my decision making and support to my team and others. • Take time to build trust, building the respect of our stakeholders and ensuring as a team we take accountability for doing what we agree to do. • Develop others and ensure we work as one team for Lambeth, encouraging everyone to play their part • Take positive action to ensure everyone in my team has opportunities to learn and grow at work • Encourage everyone to be themselves at work and value who they are • I am inclusive and actively celebrate diversity, recognising everyone in my team as individuals.
-----------------------------------	--

		<p>Kindness</p> <ul style="list-style-type: none"> • Treat each member of my team with respect and dignity just as I would want for myself. • Encourage each member of my team to do their very best work and am available to them to provide support and guidance. • Personalise my support to each team members and look out for them, lending a hand wherever I can • Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together • Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard • Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals. • Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth. • Look after the health and wellbeing of my team members and encourage open and regular discussions about the issues that impact on them, working together to find solutions. 	
		<p>Accountability</p> <ul style="list-style-type: none"> • I encourage and support my team to do the right thing even when it's tough and we communicate our decisions in a timely way • I ensure my team and employees take individual and collective accountability for performance and delivery, making sure that they have clear plans and performance objectives. • I ensure my team plan ahead, getting the basics right and take swift action when problems arise • I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others. • I provide regular, timely and constructive feedback to my team members on their performance and behaviours and act quickly when performance is not on track. • I share my learning, knowledge and skills with others thorough coaching and mentoring and encourage others to do the same. 	

		<ul style="list-style-type: none"> • I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do. • I encourage my team to learn and grow and ask questions to find the information they need to do their jobs 	
		<p>Ambition</p> <ul style="list-style-type: none"> • Am proud of our borough and my team and encourage everyone in the team to aim for the highest possible standards of excellence in everything we do. • Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved. • Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together • Encourage and support my team to be courageous for our residents and communities and stop at nothing to ensure they have the best possible outcomes • I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities. • Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries. • Make time for my team to grow and develop taking advantage of opportunities to learn from each other and others. We plan our learning and career growth. 	