

# EXETER CITY COUNCIL

## Job Description

<b>JOB TITLE</b>	: Duty Manager – Wet Side
<b>GRADE</b>	: H
<b>POST NO</b>	:
<b>DIRECTORATE</b>	: Culture, Leisure & Tourism
<b>UNIT</b>	: Leisure
<b>REPORTS TO</b>	: Centre Manager
<b>RESPONSIBLE FOR</b>	: Leisure Centre Staff
<b>LIAISON WITH</b>	: General Manager, Centre Manager, Leisure Centre staff, members of the public

### MAIN PURPOSE

To be responsible for the day to day duty management and running of the leisure centre to the highest standard. This will include the active management, development and motivation of a team of operational staff; providing the highest standards of customer care and ensuring the centre operates safely and within all legislative requirements.

The role will be heavily focused on the operational side of management including the pool plant. To have a good knowledge of pool plant operations and experience in the operational management of a wet facility.

### MAIN DUTIES & RESPONSIBILITIES (MDR)

1. To contribute to the safe operation of the Leisure Centre in a professional manner and in accordance with all relevant policies, processes and procedures to support the Council's aims and objectives.
2. Ensuring that all areas of the facility are maintained to the highest possible standards of safety, cleanliness, security and operational effectiveness and efficiency.
3. To carry out day-to-day plant operation, including topping up etc. with chemicals, backwashing and other associated duties, including water tests.
4. To work diligently to achieve all targets and other performance indicators set.
5. To ensure that the highest level of customer service is always being delivered, by all team

members recognising and communicating its importance and relevance to the success of the operation.

6. The centre will operate 7 days a week and you will be required to work to a staff rota to include weekend and evening work.
7. Providing leadership to the team members on a day to day basis, ensuring performance is optimised, work is carried out to a consistently high standard and policies, processes and procedures are adhered to.
8. Take responsibility for customer comments and complaints while on duty and handle them courteously and professionally, with issues being recorded and escalated if necessary, to the Operations Manager.
9. To provide calm and decisive leadership to the centre team in the event of the emergency to ensure all team members act in accordance with the Emergency Action Procedures.
10. To actively assist the Operations Manager in maintaining all operational standards, records, and financial procedures in accordance with instructions and regulations. As well as undertake specific area of responsibly with enthusiasm and diligence.
11. Communicate effectively with the Operations Manager on matters relating to the performance of the centre and the specific areas of responsibility defined. To liaise professionally with the other members of the Duty Management team to ensure shift handovers are smooth and issues are communicated clearly.
12. To undertake any other duties which are commensurate with the role in support of Exeter's place based brand 'Exeter Live Better'.

**DATE LAST UPDATED:** March 2021

# Person Specification

**JOB TITLE** : Duty Manager – Wet side

**GRADE** : H

**POST NO** :

**SERVICE** : Culture, Leisure & Tourism

**UNIT** : Leisure

## Qualifications & Knowledge

Criteria	Essential/ Desirable (E/D)	Method of Assessment
NVQ Level 3 in Sport Management or 2 years' relative experience	E	A, C, I, R
A current National Pool Lifeguard Qualification	E	A, C, I, R
NVQ in Leisure or Operations Management, or similar	D	A, C, I, R
Pool Plant Operator Certificate	E	A, C, I, R
First Aid at Work Certificate	E	A, C, I, R
Working knowledge of health and safety best practice and legislation in leisure facilities	E	A, C, I, R

## Special Requirements & Skills

Criteria	Essential/ Desirable (E/D)	Method of Assessment
Excellent written and verbal communication skills	E	A, I, R
To be able to work flexibly with a level of autonomy and decision-making confidence	E	A, I, R
Able to travel and work at other sites, mostly within the city	E	A, I, R
Able to cover sickness and leave, often at short notice	E	A, I, R
Flexible and able to work under pressure	E	A, I, R
Hold a full UK driving license	D	A, I, R

**Other**

<b>Criteria</b>	<b>Essential/ Desirable (E/D)</b>	<b>Method of Assessment</b>
Experience of working in a Leisure Environment	E	A, I, R
Experience working in a customer facing environment, providing the highest levels of customer care	E	A, I, R
Experience supervising and/ or line managing staff, including training and induction	E	A, I, R
Experience carrying out lifeguard observations and competency tests	D	A, I, R

**CATEGORY: A:** Application, **C:** Certificates, **T:** Testing, **I:** Interview, **R:** References.

**DATE** : March 2021