

Job Description

Job Title	Duty Manager
Directorate	Neighbourhoods and Housing
Service Area	Leisure, Sport and Recreation
Grade	6
Competency Level	2
Salary	£33,024 - £37,336
Job Type	Office Based
Location	Citywide
Disclosure and barring service (DBS)	Enhanced DBS
Job Evaluation Ref No	A1795

Job Purpose

Working on a rota basis, to be responsible for overseeing the day-to-day operation of one or more of the City Council's network of Lifestyles Centres and Gyms in accordance with industry best practice and approved budgets; with particular emphasis on ensuring the highest standards of customer care and health and safety.

Directly Responsible For:

Recreation Attendants, Fitness Staff, Customer Assistants, and from time to time contractors, volunteers and externally and time-limited posts.

Directly Responsible To:

Area / Facility Manager

Main Areas of Responsibility:

- To be responsible for the opening and securing of the facility and to ensure the facility is safe and properly maintained for public use at all times.
- To respond to alarm call outs and the city council's emergency action plan as and when required.
- To be responsible for all pool water treatment requirements in line with the pool water treatment advisory group (PWTAG) guidelines to include water testing, backwashing, corrective chemical requirements, maintaining pool plant apparatus and components to ensure optimum efficiency and lifespan.
- To be accountable for accurate cash handling, cash, debit and all point of sales transactions including relevant paperwork associated with memberships and security of all monies on site.
- To ensure that the facilities operate efficiently and that staffing levels are sufficient in all areas including, swimming pools, fitness gym, reception.
- To assist with the organising, planning and delivery of events throughout the year to involve undertaking risk assessments, liaising with stakeholders, arranging staffing at least a month in advance of the events taking place
- To supplement staffing levels across all designations to meet service demands to include, swimming pool, reception, fitness gym cover.
- To order and goods receipt materials required for the facilities via the city councils SAP system.
- To assist the area / facility manager in updating and implementing health and safety risk assessments in line statutory requirements.

- To assist the area / facility manager in the form of gathering incident report evidence and to co-operate with the city council's litigation and health and safety unit if requested.
- To monitor stock levels of resale items and order replacement supplies in accordance with financial regulations.
- To provide customers with a polite, friendly, and efficient service, welcoming all members and visitors, handling telephone enquiries, responding to customer complaints, monitor security systems, and operate public address systems whilst giving due attention to customer care at all times.
- To ensure all operational procedures are implemented and carried out in accordance with legal requirements and the city council's health and safety policies and procedures. This will include site specific documents to include P.S.O.P (Pool Safety Operating Procedure E.A.P (Emergency Action Plan) NOP (Normal Operating Plan)
- To assist with the implementation of new technology and business development initiatives.
- To ensure the general cleanliness, hygiene, maintenance, safety, and preparation of the facilities as part of a team.
- To assist assemble and dismantle all equipment – which at times involve using screwdrivers/spanners - deemed necessary for the centres programme of activities.
- To ensure that recreation attendant's control and supervise bathers and Aquatic activities in accordance with site specific health and safety documentation.
- To undertake NPLQ training once per month in accordance with RLSS (Royal Lifesaving Society) guidance
- To attend any training courses which is relevant to this particular designation as per job description and person specification.

- To be clean and smart in appearance and to wear allocated uniform including ID badge specific to the area that you work.
- To comply with the Sport & Outdoor Recreations Services safeguarding and child protection policies.
- Use initiative and established procedures to resolve queries at the first point of contact or escalate when appropriate within agreed timescales and procedure.

Supervision and Management Responsibility:

- Plan, organise, allocate and check work carried out by members of their team.
- To manage staff whilst being responsible for inducting, training, developing and teambuilding.
- To manage and motivate all staff teams to include absence management and performance monitoring.

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact.
- Contribute and assist budget holder to deliver service and remain within budget.
- To be accountable for handling a considerable amount of cash and electronic payment transactions on a day-to-day basis.

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic, and environmental benefits for the council, residents, and communities.

Physical Demands of the Job:

- The job holder will be required to stand or walk on a day-to-day basis.
- The job holder will be moving various types of equipment that requires a level of physical effort on a typical working day.

Corporate Responsibility:

- Contribute to the delivery of the Council Plan.
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement.
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance.
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken.
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan.

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at competency level 2.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Leisure related level 3 qualification, equivalent experience, or willingness to undertake formal training (A,I)
- Institute of Sport and Recreation Management (ISRM Pool Plant Operators certificate) (A)
- National Pool Lifeguard Qualification (NPLQ) (A)

Experience

Essential

- Experience in the supervision of staff in a leisure facility / fitness gym in compliance with industry best practise and the legislative framework and associated guidance and codes of practise (A,I)
- Experience and competence in leading, motivating, and supervising individuals and teams within a leisure facility (A,I)
- Demonstrate an understanding of the city council's financial regulations and controls (A,I)

Skills/Abilities

Essential

- Good interpersonal and customer service skills (A,I)
- Good numeracy skills – able to able to check / calculate figures where required (A,I)
- Effective communication skills, written and verbal (A,I)
- Effective IT skills with ability to confidently use MS Office systems, SAP, Oracle (A,I)
- Ability to operate a leisure management system (A,I)
- Ability to work as part of team and have a clear understanding of team working (A,I)
- Ability to lead and support change (A,I)
- Ability to prioritise workloads, meet deadlines particularly during periods of increased service demands (A,I)
- Ability to help and support the wider management team to market and promote services across the facility (A,I)

Desirable

- Ability to identify improvements to processes and systems and to share the recommendations with the wider team
- Ability to handle confidential and/or sensitive information with appropriate discretion
- Ability to understand relevant policies and procedures, as they affect the role, and the quality standards and outputs required in the job
- Ability to build and develop effective relationships at all levels of the organisation, and with customers and suppliers

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

Other

Essential

- This post is subject to a Disclosure and Barring Service (DBS) check at the appropriate level