



# Duty Manager CSLC (Building Cleaning)

Post Information			
<b>Service Unit:</b>	<b>Operations</b>	<b>Post Number:</b>	<b>-</b>
<b>Location:</b>	<b>Coventry Sports and Leisure Centre</b>	<b>Scale:</b>	<b>Off Scale</b>
<b>Responsible To:</b>	<b>Centre General Manager</b>	<b>Salary Range:</b>	<b>Up to £18,765</b>
<b>Contract Type:</b>	<b>Permanent</b>	<b>Closing Date:</b>	<b>19/01/2017</b>

Job Description	
<b>Role:</b>	
<ol style="list-style-type: none"> <li>1. To be accountable for the day to day management and daily operation of the centre under the direction and support of the General Manager.</li> <li>2. Assist the Centre General Manager in the development and management of the wide range of sports and leisure programmes at Coventry Sports and Leisure Centre; to meet the needs of the local community and the Company's social, financial and service delivery targets.</li> <li>3. To develop and promote the Company's range of opportunities and services available.</li> <li>4. Act as a lead role in ensuring the highest and consistent level of building cleanliness and operational service quality.</li> <li>5. To ensure compliance and uphold company standards, policies and procedures.</li> <li>6. To develop a positive and effective working relationship with customers and partners.</li> <li>7. To effectively manage the daily operation of the centre during the opening hours on a rotational basis.</li> </ol>	
<b>Key Objectives:</b>	
<ol style="list-style-type: none"> <li>1. To ensure the Company's services and activities operate at all times within specified standards and to its Normal Operational Procedures and Emergency Action Plans.</li> <li>2. To ensure the highest level of customer service, and whenever possible, exceed customer expectations in standards of safety and cleanliness.</li> <li>3. To assist the Centre General Manager in the recruitment, training and motivation of staff employed at the Centre with particular emphasis on building cleaning related activities.</li> <li>4. To assist in fostering a creative and open environment within the Trust, where employees feel supported, involved and consulted, and are shown mutual respect.</li> <li>5. Actively assist the Centre General Manager in maintaining solid community links in order to raise the profile and develop use of the Centre.</li> <li>6. To respond positively to change, testing new ideas, where possible making use of technology available to improve service delivery.</li> <li>7. Operates within, and strives to exceed, the Company's financial and usage targets for the facility.</li> <li>8. Continuous improvement of all aspects of the site operation.</li> <li>9. To carry out all work within the spirit and intention of equal opportunities.</li> <li>10. To undertake continuous professional development in accordance with job role.</li> </ol>	

### **Key Activities: Building Cleaning**

1. Assists the Centre General Manager in the development and planning of facility building cleaning operations.
2. Creation, development and management of a comprehensive daily, weekly, monthly and annual cleaning plan for the Centre.
3. Manage Health and Safety requirements in relation to building cleaning providing specific leadership with regards to risk assessments, safe systems of work, COSHH, risk reduction, PPE and training.
4. Assists the Centre General Manager in the recruitment, development and training of Leisure Assistants and Cleaning staff.
5. Acts as line manager to the Leisure Assistant and Cleaning staff.
6. Develops and maintains as required site general Normal Operating Procedures (NOP) and Emergency Action Plan (EAP)
7. Conducts and generally oversees the appraisals of all cleaning staff on at least an annual basis.
8. 'Champion' cleaning and hygiene standards within the centre and to exceed customer expectations on a consistent basis.
9. To provide advice on subjects such as Building Cleaning / Quality, career and education advice, and sporting opportunities, in the form of reports / workshops / presentations delivered in a professional manner.
10. Establishes written cleaning procedures and maintains standards of facility presentation and cleanliness on the site.
11. To work closely with the Trust Buildings Manager to ensure the site is well maintained and PPM work is routinely carried out effectively
12. To prepare necessary reports and programmes managing and controlling income targets and expenditure as agreed by the General Centre Manager.

### **Key Activities: General when on Duty**

1. Supervises, motivates, and deploys staff, and ensures all staff are aware of, and able to undertake, allotted duties including, leisure assistants, Creche staff, fitness instructors, operations, cleaning and reception as required
2. Encourages compliance in upholding of CST standards, policy and procedures, addressing any failings Identified, taking appropriate action in dealing with continual poor performance and standards.
3. Maintains high standards of equipment and facility security, safety, presentation, cleanliness and hygiene in readiness for, and the duration of, programme and activity delivery.
4. Promotes and develops a positive attitude towards service quality, customer satisfaction and professionalism, ensuring that all customer communications, including the receipt of complaints, compliments and comments are managed in accordance with agreed procedures.
5. Promotes and establishes a culture of 'inclusivity', 'customer care', 'quality service' and 'continuous improvement' among colleagues and within activities, encouraging ideas and suggestions for service improvements.
6. Confronts and tackles the conduct and behaviour of customers, visitors and other employees where not taking action may lead to injury or distress, either directly or through support of their manager or other appropriate employee(s).
7. Responsible for the safe keeping of the days takings at the end of each shift in accordance with financial procedures.

**Special conditions**

1. You are required to be on an emergency call out rota

Prepared by: Centre General Manager.

Approved by: Human Resources Administrator

<b>Person Specification</b>		
<b>Appointment Requirement:</b> Shown as 'E' (i.e., are essential for candidates to possess before appointment will be considered), or 'D' (i.e., are desirable and may give some advantage when considering appointment).		<b>Assessment</b> See end note
<b>Technical Requirements</b>		
T2. Operational management / supervisory experience in a multi activity sports and leisure facility	E D	1 & 3
T1. Formal leisure based qualification such as Membership of the CIMSPA or HNC/HNC level qualification in sport and leisure or equivalent		4
T3. Proven experience in motivating and leading a successful team.	E	
T4. Must be able to demonstrate a clear understanding of human resource management policies and their application.	E	2 & 3
T5. Evidence of achieving results and making change happen through leadership influence.	E	3
T6. Experience in the use of quality systems eg: QUEST	E	2 & 3
T7. Numerical skills sufficient to check time sheets, stock levels and invoices to prepare rotas and to carry out cash reconciliation duties.	E	1 & 3
T8. I.T skills sufficient to prepare and develop documents using Microsoft Word, Excel and Outlook etc.	E	1 & 3
T9. Demonstrate knowledge and understanding of financial management including income and expenditure budget.	E	1 & 3
T10 Sound awareness of customer needs / demands with the ability to Respond to these needs	E	1 & 3
T11 First Aid at Work qualification or be prepared to study for.	E	4
T12 NPLQ or STA Lifesaving Qualification.	E	4
<b>Organisational Requirements</b>		
O1. Commitment to quality service provision and customer care in carrying out duties	E	3

***Continued Overleaf***

<b>Person Specification, continued</b>		
<b>Appointment Requirement:</b> Shown as 'E' (i.e., are essential for candidates to possess before appointment will be considered), or 'D' (i.e., are desirable and may give some advantage when considering appointment).		<b>Assessment</b> see end note
<b>Organisational Requirements, continued</b>		
O2. Advocates the Company's vision and values and adheres to its Employee Code carrying out duties.	E	3
O3. Able to recognise the causes of inequality in employment and service delivery.	E	3
O4. Willingness to tackle known or suspected breaches to Company policies and procedures, or to legislation, directly or through support of supervisor.	E	3
O5. Willing to integrate the concepts of 'Energy Management' in carrying out duties.	E	3
O6. Evidence of understanding the importance of confidentiality, and willingness to maintain it.	E	3
O7. Understands the importance of Company uniform requirements and displays a willingness to wear it. Able to challenge staff who do not follow the company code i.e. incorrect company uniform.	E	3
<b>Personal Requirements</b>		
P1. Evidence of flexibility to comply with 'shift work' (including evenings, early starts or weekend working) in order to meet programme requirements (at short notice when required).	E	1 & 3
P2. Must be self motivated and able to make well informed decisions	E	1 & 3
P3. Evidence of ability to adopt a win- win approach in management matters and to diffuse conflict	E	1 & 3
<b><i>Continued Overleaf</i></b>		

## Assessment Notes

Assessment Codes:

1= Information contained on application form

3= Probing at the Interview

2= Test

4= Documentary Evidence

**D = Desirable**

**E= Essential**

## Selection Notes

Selection requirements and working methods will comply with the Disability Discrimination Act's requirements to make "reasonable adjustments" and with all other relevant legislation – in particular, equality legislation covering race, gender, marital status and part-time and flexible working, and health and safety legislation covering 'working time' and young and pregnant workers. If you wish to discuss this further, please contact the Human Resources Team on 024 7625 2553.

## Pre – Employment Checks

All appointments are subject to the receipt of satisfactory references, medical clearance and ability to comply with the Asylum & Immigration Act (1996)

## Other

The location shown at the top of this document indicates principal location, but successful candidates may be required to work from any location from where the Company currently, or in the future, operates its business.

The Company currently operates from Coventry Sports & Leisure Centre, Moat House Leisure and Neighborhood Centre, Brandon Wood Golf Course.

The duties reflected in this Job Description should be used for guidance purposes only. All employees are required to carry out any duties commensurate to their role and salary.