

**JOB  
VACANCY**

# CASUAL DUTY MANAGER

## Description:

The Moat House Leisure and Neighbourhood Centre is currently seeking high caliber, progressive individuals to work on a casual basis, covering when required.

This is a key position requiring commitment and attention to detail. The successful applicant will be responsible to the Centre General Manager for the smooth and efficient running of the facility and for delivering the highest level of customer satisfaction.

The successful candidate will have experience of working in a supervisory role, ideally within the leisure industry and experience of performance management and human resource policies. They will also need to have excellent verbal and written communication skills and IT skills.

Ideally candidates will be able to drive income in all areas of the business and have a proven track record of cost control.

Department:

Operations

Hours:

Casual

Hourly Rate:

£8.2474

Closing Date:

8<sup>th</sup> May 2017

**For more information about the role and an application pack, visit our website at [www.coventrysports.co.uk](http://www.coventrysports.co.uk)**

Coventry Sports Trust is an equal opportunities employer.  
An Enhanced DBS Check may be required for the successful candidate.



 [facebook.com/CovBaths1](https://www.facebook.com/CovBaths1)

 [twitter.com/CovSportsTrust](https://twitter.com/CovSportsTrust)

 [www.coventrysports.co.uk](http://www.coventrysports.co.uk)

# Casual Duty Manager

## Moat House Leisure Centre

### Post Information

**Service Unit:** Operations

**Location:** Moat House Leisure and Neighbourhood Centre

**Responsible to:** Centre General Manager

### Job Description

#### Role:

1. Assists the Centre General Manager in the development and management the wide range of sports and leisure programmes at The Moat House Leisure and Neighbourhood Centre; to meet the needs of the local community and the Company's social, financial and service delivery targets.
2. Assists the Centre General Manager in the development of the fitness product at the Centre in line with other fitness products provided by the Trust.
3. To develop and actively promote the Company's range of opportunities and services available.
4. Act as Co-ordinator for the Active for Health (G.P. Referral) Programme
5. Attends arranged meetings as required at any site and as directed by the Centre General Manager and the Company Health and Fitness Manager.
6. To develops a positive and effective working relationship with customers and tenants.
7. To cover the opening hours of the Centre as and when required.
8. To work as Duty Manager on a rota basis

#### Key Objectives: Operations

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.
2. To ensure the Company services and activities run to time, meet, and whenever possible, exceed, customer expectations; and that its facilities meet specified standards for safety and cleanliness.
3. To assist the Centre General Manger in the recruitment, training and motivation of Staff employed at the Centre with particular emphasis on fitness related activities.
4. To ensure security of the Centre.
5. Actively assist the Centre General Manger to maintaining solid community links in order to raise the profile and develop use of the Centre by the local community.
6. Assist the Centre General Manager and work with all Partners to ensure the Centre delivers the local community aspirations in respect of health and fitness
7. Operates within, and strives to exceed, the Company's financial and usage targets for the facility.
8. Continuous improvement of all aspects of the site operation.

#### Key Activities: Fitness

1. Assists the Centre General Manager and Health and Fitness Manager in the development and sales of fitness products.
2. Assists in the recruitment, development and training of fitness staff.
3. Establishes and maintains standards of facility presentation and cleanliness in the fitness areas.
4. Develops and maintains as required Normal Operating Procedures (NOP) for the fitness areas.
5. Efficiently manage staffing of the fitness areas, including gym instructors and group exercise leaders taking due account of the needs of staffing requirements overall in the Centre and with consideration of budgetary constraints.
6. Conducts and generally oversees the appraisals of all fitness staff on at least an annual basis.
7. Ensures the delivery of the Active for Health programme
8. Monitor and develop the membership Journey
9. Compile reports and key performance indicators as requested by the Health and Fitness Manager
10. Ensure that the health and fitness journey follows Coventry Sports Trust standards and guidelines
11. Proactively support the Coventry Sports Trust outreach programme to encourage new membership and create brand awareness
12. Continuously monitor, develop and improve the fitness products at the Centre.

**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, personal fitness, operations, cleaning and reception as required.
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.

Prepared by: Centre General Manager. 29<sup>th</sup> April 2016

Approved by: Human Resources

<b>Person Specification</b>		
<p><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).</p>		<p><b>Assessment</b> See end note</p>
<b>Technical Requirements</b>		
T1. Formal leisure based qualification such as Membership of the ISRM or HNC/HNC level qualification in sport and leisure	D	4
T2. Relevant Personal Fitness Qualification e.g. equivalent to NVQ Level 2.	E	4
T3. Duty Manager experience and motivational leadership skills, some of which ideally gained in an inner city 'dry' sports and leisure environment.	E	4
T4. Ability to assimilate; interpret information, such as Key Performance Indicators, management financial accounts and to make recommendations for improvement.	E	3 & 4
T5. Written communication skills sufficient to compose standard reports and correspondence and complete pro-forma.	E	3 & 4
T6. Oral communication skills sufficient to converse effectively with managers and colleagues, to give instructions and to develop empathy with, and inspire confidence in, customers, either face to face, in group situations or over the telephone.	E	1 & 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 & 2
T8. I.T skills sufficient to prepare and develop documents using Microsoft Word, Excel and Outlook etc.	E	2
T9. Produce annual Financial Business plan and Service Improvement plan and to work to pre agreed targets	E	2 & 3
T10 First Aid at Work qualification	E	4
<b>Organisational Requirements</b>		
O1. Commitment to quality service provision and customer care in carrying out duties	E	1 & 3
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
<b>Continued Overleaf</b>		

<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>		
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	1 & 3
<b>Personal Requirements</b>		
P1 Evidence of flexibility to comply with 'shift work' (usually including evenings, early starts or weekend working) in order to meet programme requirements (at short notice when required).	E	3
P2. Evidence of ability to:		
a) work as part of a team		
b) work under pressure	E	1 & 3
c) establish priorities and meet priorities		
d) work to a number of varied and challengeable tasks		
e) work independently to work programmes, seeking advice and guidance on new, complex or non-routine matters as appropriate		
P3. Evidence of ability to adopt a win- win approach in supervisory matters and to diffuse conflict	E	1 & 3
<b>Continued Overleaf</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

This post is subject to exemption from The Rehabilitation of Offenders Act 1974 and will require disclosure through the Criminal Records Bureau

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, Brandon Wood Golf Course, and Moat House Leisure and Neighbourhood Centre.

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.