

**JOB
VACANCY**

DUTY MANAGER MOAT HOUSE LEISURE CENTRE

Description:

The Moat House Leisure and Neighbourhood Centre is a community focused leisure facility on the North East sector of the City of Coventry. The Centre is a dry sports facility including fitness suite, 3G astro turf pitches, outdoor areas meeting rooms and studio.

We are looking for a motivated and enthusiastic individual to lead the operational aspect of the facility to ensure that the facility is maintained to a high standard. Key responsibilities include, ensuring the building is presented to a high standard, management of key staff within the team, taking a lead in the corporate management of health and safety.

A flexible attitude to work is necessary as the ideal candidate will be working on a three week rota with the duty manager team to include evenings and weekends.

This is an ideal development opportunity for those looking to take the next step in management.

Department:

Operations

Hours:

37 (average over a 3 week rota)

Salary:

£17,901.05 (Per Annum)

Closing Date:

18th October 2017

Interview Date:

24th October 2017

For more information about the role and an application pack, visit our website at www.coventrysports.co.uk and complete the main application form.

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

 www.coventrysports.co.uk



Duty Manager (Operations)

Post information			
Department:	Operations		
Location:	Moat House Leisure and Neighbourhood Centre	Scale:	Off scale
Responsible to:	Centre General Manager	Salary:	£17,901.05 (Per Annum)
Contract type:	Permanent	Closing date:	18 th October 2017

Job Description	
Role:	<ol style="list-style-type: none"> 1. To effectively manage the daily operation of Moat House Leisure and Neighbourhood Centre facilities and services, and ensure compliance with standard procedures 2. To monitor, evaluate, consult and update the Centres operating procedures on a routine basis 3. To ensure that the quality of service is maintained throughout the building 4. Take a lead responsibility in maintaining a high standard of health and safety awareness and training on site 5. Take a lead role in the development, motivation and management of front line staff
Key objectives:	<ol style="list-style-type: none"> 1. To monitor and review the effectiveness of the Centres Operating Procedures and suggest changes if necessary 2. To ensure the Company's services and activities operate at all times within specified standards and to its Operational Procedures 3. To ensure the highest level of customer service, and whenever possible, exceed customer expectations in standards of safety and cleanliness. 4. To assist the Centre General Manager in the training, motivation and development of staff employed at the Centre. 5. To assist in fostering a creative and open environment within the

Trust, where employees feel supported, involved and consulted, and are shown mutual respect.

6. Actively assist the Centre General Manager to maintaining solid community links in order to raise the profile and develop use of the Centre.
7. To respond positively to change, testing new ideas, where possible making use of technology available to improve service delivery.
8. Operates within, and strives to exceed, the Company's financial and participation targets for the facility.
9. Embraces continuous improvement of all aspects of the site operation.
10. To carry out all work within the spirit and intention of equal opportunities.
11. To undertake continuous professional development in accordance with job role.

Key activities:

1. To take a lead responsibility to ensure that all areas of the building are clean and presentable by planning cleaning schedules and monitoring standards throughout the building
2. Monitor and review risk assessments and ensure that the centre complies with health and safety standards both internally and nationally
3. Manage, motivates, and deploy staff, and ensures all staff are aware of, and able to undertake, allotted duties including, leisure assistants, fitness instructors, operations, cleaning and reception as required.
4. Encourages compliance and upholding of CST standards, policy and procedures, addressing any failings identified, taking appropriate action in dealing with continual poor performance and standards.
5. Maintains high standards of equipment and facility security, safety, presentation, cleanliness and hygiene in readiness for, and the duration of, programme and activity delivery.
6. 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.
7. 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.

<p>8. 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).</p> <p>9. Responsible for the safe keeping of the days takings at the end of each shift in accordance with financial procedures.</p> <p>10. Assume the role of Centre Health and Safety contact and attend quarterly meetings of the Health and Safety Forum</p>

Person Specification		
Appointment requirement: 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).	E / D	Assessment See end note
Technical requirements		
T1. Possession of a valid First Aid at Work Certificate	E	1 / 4
T2. A management training qualification	D	1 / 4
T3. Proven experience in managing a team	E	1 / 3
T4. Evidence of achieving results and making change happen through leadership influence	E	1 / 3
T5. Numerical skills sufficient to check time sheets, stock levels and invoices to prepare rotas, carry out cash reconciliation duties	E	1 / 2
T6. I.T skills sufficient to prepare and develop documents using Microsoft Word, Excel and Outlook etc.	E	1 / 4
T7. Sound awareness of customer needs / demands with the ability to respond to these needs	E	1 / 3
Organisational requirements		
O1. Advocates the Company's vision and values and adheres to its Employee Code carrying out duties.	E	3
O2. Able to recognise the causes of inequality in employment and service delivery	E	3
O3. Willingness to tackle known or suspected breaches to Company policies and procedures, or to legislation, directly or through support	E	3
Personal requirements		
P1. Ability to work weekends and evenings on a shift rota basis	E	1 / 3
P2. Flexible when required to work or cover extra when necessary to maintain Duty Manager cover	E	3
P3. Ability to communicate effectively at all levels with staff, customers and partner organisations	E	1 / 3

P4. Work to a number of varied and changeable tasks	E	1 / 3
P5 Ability to prioritise work commitments to ensure that deadlines are achieved	D	1 / 3
Assessment notes		
1= Information contained on application form 2= Test 3= Probing at the interview 4= Documentary evidence		

Selection notes

Coventry Sports Trust embraces the principles of equality and diversity it will ensure that the talents and resources of employees are utilised to the full. The Trust is therefore committed, wherever practical, to achieving and maintaining a workforce which broadly reflects the local communities in which we operate, and to creating a working environment which combats prejudice, stereotyping, harassment and undignified behaviour. 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 clearance through the Disclosure and Barring Service (DBS).

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

Other

The location shown at the top of this document indicates the principal location, but the successful candidate/s 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 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.