

**Active Northumberland
JOB DESCRIPTION**

Post Title: Duty Manager - Dry Site		Director/Service/Sector: Active Northumberland		Office Use
Band: 5		Workplace:		JE ref: ANJD058
Responsible to: General Manager		Date: September 2018		
Job Purpose: Ensure the provision of an efficient and effective Leisure Service, including overseeing the leisure facility during evenings and weekends and to ensure maximum utilisation of facilities. Some collection and processing of cash as necessary. Day to day responsibility for ensuring the careful use and maintenance of the allocated leisure equipment. Ensuring the facility is securely locked and alarmed at the end of each shift, and responsible for opening premises. The duties have an indirect impact upon the health and safety of the community.				
Resources	Staff	Day to day supervision of Leisure Attendants (dry site), Customers Support Assistants, Receptionists and technical staff during shift and evenings and weekends		
	Finance	Collection and processing of cash/card payments		
	Physical	Shared responsibility for the careful use and maintenance of the allocated leisure equipment.		
	Clients	Leisure operators, council employees, members, National Governing Bodies for sport, sports clubs, Northumberland Sport, Sport England and service users etc.		
Duties and key result areas:				
<ol style="list-style-type: none"> 1. Oversee and undertake the roles and responsibilities of providing an efficient and effective leisure service, including direct and supervise the activities of the leisure attendants, providing clear guidance and motivating staff and clients to achieve service objectives and quality standards. 2. Provide effective and motivational leadership of subordinate staff, to ensure customers enjoy their leisure experience and therefore make maximum use of the facility. 3. Undertake the appraisals of shift personnel and assist in recruitment of Leisure, Customer Support, Technical and Support staff. 4. Complete all necessary paperwork to accurately record the resources used and progress work in accordance with corporate procedures. As necessary step in and undertake the role of subordinate staff. 5. Ensure the safety of other employees and the public in relation to work undertaken including the safe use of all equipment and tools. 6. Operate and maintain site specific specialist areas, such as outdoor football pitches, including delivering training when required. 7. Be responsible for the maintenance and upkeep of grassed areas, including weeding and mowing, if applicable. 8. Liaise with service users and members of the public in a courteous and respectful manner. 9. Ensure teams complete work in time, quality and service standards. 10. Ensure the work is performed in a safe and responsible manner in compliance with relevant risk assessment. 11. Work collaboratively with team colleagues to ensure that regulations are enforced and predetermined standards are maintained. 12. Deal with ongoing, day to day problems/disputes referring only serious and complex issues to senior management for adjudication. 13. Carry out routine checks in accordance with established procedures. 14. Staff will be expected to work across the frontline services within their allocated area team if specific training allows. 				
The duties and responsibilities highlighted in this job description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.				
Work Arrangements				
Transport requirements:	Travel to work sites, area offices, meetings or other venues throughout the County and region.			
Working patterns:	Regular weekend and evening work.. Mainly centre based,.			
Working conditions:	Indoors and outdoors in a leisure centre regardless of weather conditions.			

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PERSON SPECIFICATION**

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Essential	Desirable	Assess by
Qualifications and Knowledge		
NVQ in Leisure Management at Level 3 An awareness of health and safety legislation and its application in the workplace Relevant knowledge of the range of tasks and duties together with the operation of associated plant and equipment First Aid at Work certificate Fire steward Training Defibrillation Training	A qualification in Supervisory Management at Level 3 NVQ	(a),(i)
Experience		
Experience of undertaking a supervisory role in a leisure facility Previous experience and appreciation of the legislation and regulations relating to leisure facilities Ability to undertake basic reception and administrative functions and to communicate effectively with members of the public A thorough appreciation and ability to review and modify Risk Assessments as necessary		(a),(i), (r)
Skills and competencies		
Able to motivate staff and always endeavouring to improve service provision. Able to demonstrate effective leadership and guidance to subordinate staff Able to effectively communicate and give straightforward spoken and written instructions Able to keep necessary work records Able to plan, organise and prioritise subordinate staff, own time and resources. Able to cope with the periodic high levels of physical and mental demand Able to maintain general awareness of safe working conditions with some periods of concentration. Extensive contact with service users and the public which can result in emotional demands.	A willingness to undertake further job related training	(a),(i), (r)
Physical, mental, emotional and environmental demands		
Predominantly standing and walking, including some lifting, pulling and pushing. Need to be aware of all potential hazards. Shift work with regular evening and weekend working Operating indoors and outdoors when required, but can be subject to certain unpleasant conditions e.g. slippery surfaces, all weather conditions, etc. but covered by relevant risk assessments.		(i),(r)

Motivation		
Reliable and keeps good time Committed to the ethics of public service, excellent quality and customer service. Appropriately follows instruction to achieve tasks and objectives. Adapts to change by adopting a flexible and cooperative attitude. Supportive and adapts to team working Demonstrates integrity and upholds values and principles Need to attend Training and development courses, meetings at other sites.		(i),(r)
Other		
Satisfactory DBS check.		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits