

InspireAll  
**JOB SPECIFICATION**

**JOB TITLE:** Duty Manager  
**RESPONSIBLE TO:** Operations Manager  
**RESPONSIBLE FOR:** All operational staff whilst on shift

**GENERAL DESCRIPTION**

- Demonstrate in an effective way the core competencies associated with the level of this post to deliver the requirements of the position.
- To assist the Centre management team in the overall management of the staff, building and services.
- To support the staff in the overall running of the Centre whilst on duty ensuring excellent customer service at all times in line with Hertsmere Leisure's mission statement and values.
- To adopt and promote all legislative requirements and good practice relating to equality and diversity in employment and service offering.
- To ensure compliance with all health and safety requirements associated with the post.

**SPECIFIC DUTIES**

- Be responsible, in liaison with the Operations Manager for all aspects of the day to day operation of the centre whilst on duty ensuring its efficient and safe usage by employees and customers.
- Ensure through proper deployment of all resources, including staff, that every customer receives an excellent service each time they visit the Centre.
- To assist generally in the covering of other duties to allow for the efficient and effective day to day operation of the centre, including taking necessary action to maintain required staffing levels.
- Teach / coach as required by the Operations Manager depending on qualifications and experience.
- To positively embrace an ethos of equality and diversity in employment and service provision.
- To perform effectively all quality related tasks, as outlined in on site operational procedures, including all financial procedures.
- To undertake quality audits as per the audit schedule, and generally assist the Operations Manager in the development and maintenance of the quality management system.

## InspireAll

- Contribute to the overall success of the business by utilising feedback from customers and staff to continually improve services and opportunities for all.
- Be an active member of the Centre's management team. Participate in other team meetings as required.
- To carry out any other duties as required by senior management from time to time in accordance to the grading of the post.
- Contribute to the writing and continuous development of the Normal Operating Procedures and Emergency Action Plan.
- Be a key holder and a safe key holder, and to be responsible for the security of the building and it's environs, the proper functioning of the alarms and the answering of alarm calls when the centre is closed to the public.
- To conduct routine maintenance as required, and be responsible for the completion of operational checklists relating to the normal operation of the Centre.
- Be proactive in ensuring the staff work safely and that the building is operated in a safe way and in accordance with legislation, policies and procedures.
- Deal with customer requirements and complaints in an effective seeking advice and support where necessary.

### **SKILLS, KNOWLEDGE AND EXPERIENCE**

Essential criteria are critical to the post and must be obtained within 6 months employment, or a training plan agreed prior to appointment. Once achieved, the qualifications will be maintained throughout employment with InspireAll. Failure to sustain job specific criteria will result in appropriate action.

- Detailed experience in quality systems, advanced knowledge of pool water treatment and plant operation is essential
- A relevant leisure qualification and extensive operational experience is essential
- One or more of the following would be an advantage: National Pool Lifeguard Qualification, First Aid At Work, wet / dry coaching or teaching awards, and pool plant operators (or have the ability to gain these qualification within six months of being appointed).