

**JOB DESCRIPTION****DUTY MANAGER****BSS LEISURE SERVICES****MAIN PURPOSE OF JOB:**

In conjunction with the Assistant Leisure Services Manager, take full responsibility for a shift, develop and manage the performance of operational staff and ensure an efficient and effective service is provided.

MAIN DUTIES:

- Present a high quality professional image and attitude at all times
- Act as the main point of contact for customer queries via email, over the telephone and face to face in an effective and timely manner, whilst building and maintaining good working relations
- Complete and record quality assurance checks as detailed on the Duty Manager shift checklists
- Develop and manage the performance of the operational staff in the absence of the Assistant Leisure Services Manager to ensure an efficient and effective service is provided
- Ensure Leisure Attendants complete and record the cleaning duties and necessary Health & Safety checks in accordance with the appropriate shift checklist
- Ensure customers and hirers comply with the Terms and Conditions set out by BSS Leisure
- Optimise revenue when managing, marketing and co-ordinating the facility hire brand, ensuring the facilities are utilised to their maximum potential during operational hours and school holidays
- Actively promote BSS Leisure range of services to all potential customers by identifying opportunities to upsell and cross market
- Ensure service delivery is of the highest possible standard. Along with the Leisure Services Manager and Assistant Leisure Services Manager, be proactive and implement new ideas and methods which promote exceptional service
- Maintain accurate membership records and follow the relevant booking process for each sub brand using XN Leisure / Oncourse computer software
- Manage the café operation including serving customers
- Manage customer access to the sports corridor by use of the maglock system, ensuring access cannot be gained without prior authorisation
- Ensure access to the pool area is restricted when unattended by a BSS Leisure staff member
- Be responsible for conducting emergency evacuations in line with the Fire / Emergency Evacuation Procedure when on duty as and when required
- Ensure duties / responsibilities allocated to the roles of Lifeguard and Duty Manager within the PSOP are carried out in a timely manner

- Complete the cashing up process at the end of each shift, ensuring processed payments correspond with the 'cash statement payment method' report generated by XN Leisure
- Complete all necessary set up and clear down requirements for activities as and when needed
- Ensure alarms are activated and buildings are secured at the end of each operational day
- Comply with and promote the Foundation's Health and Safety Policies and Procedures and maintain a safe environment for pupils, staff and visitors ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.
- To be familiar with relevant policies and procedures and to take responsibility for promoting and safeguarding the welfare of the children and young people in School
- Promote and safeguarding the welfare of the children and young people in School in line with the foundations policies and procedures
- Attend team meetings
- Carry out other reasonable duties within the context of the post, as requested by the Leisure Services Management Team.



PERSON SPECIFICATION

DUTY MANAGER

BSS LEISURE SERVICES

EDUCATION/TRAINING/QUALIFICATIONS	ESSENTIAL/ DESIRABLE	EVIDENCE Application Form, Interview, Reference
Appropriate professional qualification in related discipline at NVQ Level 3 or equivalent	D	Application form and Interview
National Pool Lifeguarding Qualification	E	Application form and Interview
First Aid at Work Certificate	D	Application form and Interview
UKCC Level 1 Coach Qualification / equivalent	D	Application form and Interview
Level 1 and/or 2 in Teaching Aquatics or equivalent	D	Application form and Interview
KNOWLEDGE/EXPERIENCE	ESSENTIAL/ DESIRABLE	EVIDENCE
Previous experience in a sport and leisure service environment	D	Application form and Interview
Experience of managing and training staff	D	Application form and Interview
Ability to work in a highly pressured and busy environment	D	Application form and Interview
Relevant experience in the delivery of Aquatics programmes	D	Application form and Interview
Auditing and stock control experience	D	Application form and Interview
Experience in sales environment	D	Application form and Interview

Experience in delivering children's sports / activities	D	Application form and Interview
PERSONAL SKILLS AND ATTRIBUTES	ESSENTIAL/ DESIRABLE	EVIDENCE
Customer focused and hands on approach	E	Interview and Reference
Ability to push sales via influence and creativity	E	Interview and Reference
High personal standard of presentation	E	Interview and Reference
High attention to detail with the ability to promote change when required	E	Interview and Reference
Caring and kind especially in relation to children	E	Interview and Reference



TERMS AND CONDITIONS

DUTY MANAGER

BSS LEISURE SERVICES

SALARY

The salary will be based on National Living Wage, £17,142.84 per annum.

HOURS OF WORK

37 hours per week, between Monday and Sunday. The hours of work will be variable according to the needs of the business, normally between 6am and 10.30pm, with a 30 minute unpaid lunch/dinner break per day.

HOLIDAY

20 days' annual holiday, additional days' holiday between Christmas and New Year plus eight public holidays.

LINE MANAGEMENT

Assistant Leisure Services Manager

PENSION

The Governors of Bolton School will offer new employees the opportunity to join the Bolton School Group Personal Pension Scheme. The employee will be given the option to choose their contribution but as a minimum all members will be required to contribute 6% of their gross earnings and the School will contribute 10%. If you choose not to join the Group Personal Pension scheme and you fall into the category of "eligible worker" you will be automatically enrolled into the School's alternative pension scheme, arranged via the Peoples Pension. The minimum employee contribution is 5% of "qualifying earnings" and the School will contribute 5%. Further details are available upon appointment.

OTHER BENEFITS

- Where appropriate fee remission arrangements will be offered for children to attend the Senior School.
- In line with school policy employees will have the opportunity to arrange to educate their children from Nursery age to 6th form; all on the Bolton School campus.
- Convenient, affordable, quality childcare provision will be available before and after the school day for children who are also Bolton School pupils.
- Sporting and leisure facilities will be available including gym, outdoor pursuits centre, swimming pool and tennis courts.
- Life Assurance cover up until the age of 65.
- Lunches will be provided free of charge on campus.
- Training and Development Opportunities will be offered.
- Payment whilst absent will be in accordance with the current National Joint Council for Local Government Services Pay and Conditions of Service, as defined in the National Agreement on Pay and Conditions of Service Document.

All offers of employment will be made subject to the successful applicant providing the original qualification certificates, relevant to the position and as outlined in their application form. Identification documents will also be required including passport or picture driving licence, birth certificate, marriage certificate where applicable, current pay slip and evidence of address e.g. utilities bill, bank statement. Eligibility to work in the UK will be checked. After the appointment is made the successful candidate will be required to complete a medical questionnaire, a check of the Children's Barred List will be done and an Enhanced Criminal Records Check will be carried out through the Disclosure and Barring Service. The School will seek two references prior to the interview.

As this role involves either working in early years provision, providing out of school care for children who have not attained the age of 8 or the direct management of such provision, satisfactory completion of a self-declaration form to confirm that the successful candidate has not been disqualified from working with children will be required.

The successful applicant will be required to complete a six month probationary period.