

Active Northumberland

JOB DESCRIPTION

Post Title: Duty Manager – Pool Site		Director/Service/Sector: Active Northumberland		Office Use	
Band: 6		Workplace:		JE ref: ANJD066	
Responsible to: General Manager		Date: September 2018			
<p>Job Purpose: Ensure the provision of an efficient and effective leisure service, including overseeing the operation of the pool and leisure facility during the day, evenings and weekends, and providing coaching in a particular range of activities to ensure maximum utilisation of facilities. In the case of the swimming pool to provide a coaching facility as necessary and be the lifeguard to ensure maximum Health and Safety provision for pool users. Ensuring the facility is securely locked and alarmed at the start and end of shift. The duties have a direct impact upon the Health and Safety of the community.</p>					
Resources: Staff		Directly responsible for Leisure Attendants, Cleaners, Receptionists, Customer Support Assistants, Activity Assistants, Senior Activity Assistant, Apprentices. Indirectly and in the absence of their supervisors, Swimming Co-ordinator, Admin, Maintenance staff, Coaches, Library Staff, Council Staff and Registrars.			
Finance		Collection and processing of large sums of cash and assist in controlling of budgets in excess of £100.000.			
Physical		Day to day responsibility for the careful use and maintenance of all equipment in all departments.			
Clients		Leisure operators, council employees, members, National Governing Bodies for sport, sports clubs, Northumberland Sport, Sport England, Service users, contractors, customers, security and Property Services.			
<p>Duties and key result areas:</p> <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 and all other staff in the absence of their department heads. Providing clear guidance and motivating staff and clients to achieve service objectives and quality standards. 2. Provide effective and motivational leadership to subordinate staff to ensure customers enjoy their leisure experience and therefore make maximum use of the facility. 3. Undertake the appraisals of Leisure Attendants, Cleaners, Receptionists, Customer Support Assistants, Activity Assistants, Senior Activity Assistant and Apprentices. 4. Interview, recruit and induct new staff for several key areas. 5. Provide a coaching and development service to clients in an allocated area of expertise, in accordance with regulations and predetermined schedules. 6. 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. 7. Ensure the safety of all employees, the public, contractors etc., in relation to work undertaken including the safe use of all equipment and tools. 8. Operate and maintain site specific areas, including delivering training when required e.g. Clip and Climb, Bowling, Spa. 9. To deliver training to all staff (including senior colleagues) involving the implementation of the Emergency Action Plan (EAP) and Normal Operating Procedures (NOP). 					

10. Liaise with service users and members of the public in a courteous and respectful manner.
11. Ensure all teams complete work on time and to a high service standard.
12. Work collaboratively with team colleagues to ensure that regulations are enforced and predetermined standards are maintained.
13. Deal with ongoing, day to day problems/disputes referring only serious and complex issues to senior management for adjudication.
14. Carry out routine checks in accordance with established procedures, and in line with water regulations/guidelines for maintaining safe, comfortable and clear water for all users.
15. Responsible for the safe working and operation of the pool plant filtration system, combined heating and ventilation system, Also including building management system in relation to boilers, air handling units, lighting etc.
16. Carry out scheduled maintenance procedures for the Pool i.e. backwashes to ensure optimum plant performance.
17. Carry out daily maintenance procedures for the Spa/Jacuzzi i.e. backwashes to ensure optimum plant performance and water clarity and safety.
18. Thorough working knowledge of all spa equipment (steam room, sauna, aromatherapy room, foot spas etc.) and essential maintenance and troubleshooting.
19. Able to work across the frontline services within their allocated area team if specific training allows.
20. Ensure that the facility is well maintained and complies with current Health and Safety Legislation.
21. To plan and manage staff resources effectively to ensure an efficient and high quality service to all users of the facility.
22. To deputise for and represent the manager as necessary.
23. Support staff in order that they are able to undertake their duties efficiently and effectively.
24. Identify staff development requirements by developing a staff training plan/matrix, review on an annual basis, and deliver staff training where appropriate.
25. To handle grievance, disciplinary or capability issues. Act as investigative officer for any disciplinary cases, as directed by the Manager.
26. To liaise with the Training Officer to ensure that all statutory basic training is carried out by all National Pool Lifeguard Qualification (NPLQ) trained staff and is recorded and produce reports from the training database to provide the manager with any shortfalls in training.
27. Review and implement any changes to Active Northumberland policies/procedures, NOP and EAP, and train current and new employees accordingly.
28. To lead on implementing the NOP and EAP of the facility, having sole responsibility for all persons in the building.
29. To contribute to the annual review of the facility risk assessments, providing specialist advice and assessing any new activities/work methods as they evolve.
30. Ensure a good knowledge of Gladstone MRM and other operating systems and using the information to produce reports and act on information as required.
31. Extensive understanding of Health and Safety issues relating to leisure centres, keeping up to date with legislative changes and guidelines within the profession.
32. Deal with any reactive maintenance items as they arise, ensuring that disruption to customers is kept to a minimum.
33. Contact property services where appropriate regarding building maintenance.
34. Manage and develop the relationships with external contractors, ensuring value for money is achieved for any work undertaken.
35. Ensure that safe systems of work are undertaken by external contractors.

- 36. Monitor and order equipment, supplies and resalable stock. Monitor any trends and do stock checks as appropriate and maintain minimum stock levels.
- 37. Ensure accident forms are filled in correctly and input onto the relevant online database for analysis for ongoing review.
- 38. In the implementation of the have the ability and knowledge to recognise the emotional needs of self and colleagues and have the appropriate understanding to offer effective support and guidance as appropriate.

Work Arrangements

Transport Requirements:	Travel to work sites, area offices, meetings or other venues throughout the county and region.
Working Patterns:	Shift working with regular evening and weekend work.
Working Conditions	Mainly indoors in leisure centre, including poolside and occasionally outside. Can be subject to certain unpleasant conditions e.g. chlorine.

PERSON SPECIFICATION

Post Title: Duty Manager - Pool site	Director/Service/Sector: Active Northumberland	Ref:ANJD066
Essential	Desirable	
Qualifications and Knowledge		
<p>NVQ Level 4 in Leisure Management. A broad and in-depth knowledge of the practical running of a leisure facility. A relevant coaching qualification RLSS (Royal Life Saving Society) NPLQ (National Pool Lifeguard Qualification). NEBOSH Health and Safety certificate. First Aid at work certificate. Fire Steward Training. Defibrillation Training. Pool plant operators certificate. Spa plant operators certificate Appropriate theoretical knowledge of all policies and procedures to ensure safe and effective running of the facilities.</p>	<p>A NVQ level 5 in Leisure Management. CIMSPA membership RLSS membership. NPLQ Trainer/Assessor Qualification</p>	(a), (i)
Experience		
<p>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.</p>		(a), (i), (r)
Skills and Competencies		
<p>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 instruction. 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.</p>	<p>A willingness to undertake further job relation training. Knowledge of Google and MRM</p>	(a), (i), (r)

<p>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. Dealing with private and sensitive information/data. Ability to prioritise conflicting demands and thrive under pressure.</p>		
Physical, mental, emotional and environmental demands		
<p>Predominantly standing and walking, including lifting, pulling and pushing. Need to be aware of all potential hazards. Extensive contact with customers and contractors. Have the ability to support staffs emotion needs.</p>		(i), (r)
Motivation		
<p>Reliable and keeps good time. Committed to the ethics of public service and excellent quality customer service. Appropriately follows instructions 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, meeting at other sites. Be a mentor to staff to help support in their progression</p>		(i), (r)
Other		
<p>Satisfactory DBS check. Full UK driving licence.</p>		

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.