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**Person Specification**

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| **Job Title:** | Duty Manager |  |
| **School/Trust:** | Benfield Sports Centre |  |
| **Job Evaluation Code:** | AA4229 |  |
| **Date:** | December 2022 |  |
| **Status:** | Final |  |

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| **Criteria** | **Essential/Desirable** | **Application** | **Tasks** | **Interview** | **Vetting checks** |
| **Knowledge and qualifications** | | | | | |
| Holds Level 2 basic skills (Literacy or Numeracy) or equivalent e.g. GCSE Maths and English | E |  |  |  |  |
| Good standard of ICT skills | E |  |  |  |  |
| Relevant academic of professional qualification e.g Leisure Management | D |  |  |  |  |
| Evidence of relevant and recent CPD | D |  |  |  |  |
| **Experience** | | | | | |
| Proven track record of working in an operational, customer focussed role in a Leisure facility | E |  |  |  |  |
| Experience in supervising and managing staff | E |  |  |  |  |
| Experience of working with booking systems | E |  |  |  |  |
| Experience of cash handling and locking and securing a building | E |  |  |  |  |
| **Skills and competencies** | | | | | |
| Ability to understand and deliver exceptional customer service | E |  |  |  |  |
| Able to relate well with customers and deal with issues as they arise | E |  |  |  |  |
| Great communicator and leadership skills | E |  |  |  |  |
| Ability to work unsupervised and make decisions | E |  |  |  |  |
| A sound knowledge of Health and Safety and Safeguarding within the leisure environment | E |  |  |  |  |
| **Personal qualities** | | | | | |
| Embraces and displays the NEAT values: aspirational, collaborative, inclusive, innovative, has integrity, responsible | E |  |  |  |  |
| **Other** | | | | | |
| No disclosure about criminal convictions, barring or misconduct that is considered to make the candidate unsuitable for this particular role | E |  |  |  |  |
| No concerns about medical fitness or attendance that is considered to make the candidate unsuitable for this particular role | E |  |  |  |  |
| Two satisfactory references including at least one from the current employer | E |  |  |  |  |