



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

Duty Manager, Facilities Directorate



Salary: Grade 5 (£22,214 - £25,728 p.a.)

Reference: FDCCS1243

Closing Date: 26 June 2019

Interview Date: 4 July 2019

Duty Manager

Sport and Physical Activity, Facilities Directorate

Do you have significant experience working in a sport, leisure or fitness facility within a leadership or management role? Do you have experience of effective staff development and performance management with the ability to engage, motivate others?

We are seeking a Duty Manager to be responsible for the day-to-day management of our fitness and sports complex. You will be accountable for the provision of safe, clean, and high quality facilities, ensuring that operational procedures and work practices are adhered to, and excellent customer service is delivered at all times.

You will have a current Royal Life Saving Society lifeguard qualification or equivalent, First Aid at Work, and Pool Plant Operators certificate, or have the ability to pass these requirements within three months. You will have experience of monitoring and maintaining high standards in facility presentation and customer service, with a commitment to providing high quality customer care. You will have the ability to delegate effectively and will have a proactive approach to problem solving.

The role is full time, working on a shift basis which will include the requirement for you to work early mornings, evenings, weekends, University closure days and bank holidays. You will be primarily based at one of our designated sports facilities, however will be required to work at any of our sports facilities when required.

What does the role entail?

As a Duty Manager your main duties will include:

- Day-to-day management of the sports facilities, ensuring that relevant cleaning, maintenance, and equipment set up tasks are completed to a high standard, carrying out daily inspections of the facilities and arranging relevant repairs and maintenance to be completed;
- Day-to-day management of operational staff, including preparing staff rotas to ensure sufficient staff cover, induction, training and development, performance management, and contributing to the recruitment process;



- Undertaking the associated duties of the staff team as required (e.g. Lifeguarding, Reception, Gym floor) and taking responsibility of the facilities in the absence of senior managers;
- Undertaking specific projects and working to key performance indicators (KPI's) and targets as required;
- Effectively managing the swimming pool by ensuring that the pool is manned at all opening times, that daily water tests are carried out, that cleaning schedules are adhered to, and assisting in the efficient running of the swimming pool plant room in accordance with relevant procedures, liaising with Estates Services regarding issues as required;
- Monitoring bookings made for all facilities on the Leisure Management System, and ensuring facilities are available on time when booked, liaising with senior managers to resolve any issues;
- Being responsible for opening and closing facilities and safeguarding petty cash and cash floats, ensuring facilities remain secure and ensuring the safe transfer of income;
- Contributing to the development of the facilities and procedures through analysis of usage figures and customer feedback, developing procedures, contributing to risk assessments and identifying problems and implementing solutions;
- Providing professional and excellent customer service by adhering to service standards and values, responding to enquiries and complaints appropriately;
- Contributing to the organisation of fixtures, bookings, and events through liaison with organisers (both within the University and external to the University) before and during the event;
- Acting as a fire warden and first aider as required;
- Working within and ensuring adherence to the University's and Sport and Physical Activity's Health and Safety and Equality and Diversity policies and the Control of Substances Hazardous to Health (COSHH) regulations.

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the post.

What will you bring to the role?

As a Duty Manager you will have:



- Significant experience working in a sport, leisure or fitness facility in a leadership or management role, with experience of staff development, performance management, motivation and the ability to delegate tasks effectively;
- Experience of monitoring and maintaining high standards in facility presentation, customer service and customer care;
- A current Royal Life Saving Society UK (RLSS) Lifeguard qualification (or equivalent), or the ability to pass within the first 3 months;
- A Pool Plant Operators certificate, or the ability to pass within the first 3 months;
- A First Aid at work certificate, or the ability to pass within the first 3 months;
- Excellent communication skills with the ability to build rapport and develop effective relationships with customers and colleagues;
- Experience of working within a team and the ability to work on own initiative to make independent decisions and to find solutions to problems;
- Excellent planning and organisational skills, with the ability to manage conflicting priorities and work under pressure whilst maintaining accuracy and attention to detail;
- Excellent numeracy and IT skills with experience of using Microsoft Office (including Word and Excel);
- Demonstrable behaviours in line with [Commercial and Campus Support Services' and University values.](#)

You may also have:

- Relevant fitness Industry qualifications;
- A Royal Life Saving Society UK (RLSS) Trainer/Assessor or equivalent;
- Knowledge of Control of Substances Hazardous to Health (COSHH) regulations and/or risk assessment processes;
- Experience of cash handling;
- Experience of working with an electronic till and booking system.

How to apply

You can apply for this role online; more guidance can be found on our [How to Apply](#) information page. Applications should be submitted by **23.59** (UK time) on the advertised [closing date](#).



Contact information

To explore the post further or for any queries you may have, please contact:

Lisa Naylor, Assistant Operations Manager

Tel: +44 (0)113 343 5096

Email: L.R.Naylor@leeds.ac.uk

Additional information

For more information about Sport and Physical Activity visit <https://sport.leeds.ac.uk/>.

Working at Leeds

Find out more about the benefits of working at the University and what it is like to live and work in the Leeds area on our [Working at Leeds](#) information page.

Candidates with disabilities

Information for candidates with disabilities, impairments or health conditions, including requesting alternative formats, can be found on our [Accessibility](#) information page or by getting in touch with us at disclosure@leeds.ac.uk.

Criminal record information

Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975

This post requires an enhanced and barred list criminal record check from the Disclosure and Barring Service (DBS), and any equivalent overseas authorities where relevant. The successful candidate will be required to give consent for the University to check their criminal record status. All applicants are required to make a self-declaration where applicable.

Any offer of appointment will be subject to the University being satisfied with the outcome of these checks, in accordance with our Criminal Records policy. You can find out more about required checks and declarations on our [Criminal Records](#) information page.

