



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

Assistant Duty Manager, Facilities Directorate



Salary: Grade 4 (£25,148 – £26,642 p.a. depending on experience)

Reporting to: Duty Manager

Reference: FDSPA1062

Interview date: 9 December 2024

Location: The Edge, University Leeds main campus

We are open to discussing flexible working arrangements

Overview of the Role

Do you have experience working in a Sport, Leisure, or Fitness Facility in a supervisory role? Do you have excellent communication skills with the ability to build strong working relationships?

The University has recently invested £1.2M to expand 'The Edge' sports facility and provides state of the art fitness and class equipment, offering a range of classes and aquatics activities and 25 metre 8 lane swimming pool.

As an Assistant Duty Manager, you will be responsible for supervising a team of Recreation Assistants and ensuring that a high level of customer service is always maintained. You will work in a team ensuring that operational procedures and work practices are adhered to by keeping the facilities safe, clean and always maintained. Working with the Duty Manager, you will take responsibility for the day-to-day operation of the facility.

Working as part of a team, you will have excellent communication and interpersonal skills with the ability to motivate others. You will have the ability to work unsupervised and use your own initiative. You will have experience working in a Sport, Leisure or Fitness Facility in a supervisory capacity and will hold a current Royal Life Saving Society UK (RLSS) Lifeguard qualification or have the ability to pass within 3 months.

The role is full time, working on a shift basis which will include the requirement for you to work early morning starts (6:00am) and late evenings (11:00pm), 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.

Main duties and responsibilities

As an Assistant Duty Manager your main duties will include:

- Actively contributing to the management of the day-to-day operation of the sports facilities, ensuring that relevant cleaning, maintenance, and equipment set-up tasks are completed as required, and ensuring high standards are maintained.



- Delivering an excellent customer service by providing a professional and positive welcome to customers and visitors to the facility, in line with service standards and values.
- Responsibility for opening and closing buildings and facilities as required and ensuring facilities and buildings remain secure.
- Contributing to the preparation of staff rotas, ensuring sufficient cover is maintained across all shifts.
- Lifeguarding duties alongside the Recreation Assistant team.
- Undertaking the associated duties of the staff team as required (e.g., Reception, Gym floor) to provide cover for absences.
- Responsibility for daily inspections of facilities and equipment, arranging for relevant repairs to be carried out and to monitor this process, liaising with senior managers, specialist contractors, and Estate Services as required.
- Working to key performance indicators (KPI's) and targets as required.
- Day-to-day supervision of operational staff including induction, training, and development and contributing to the recruitment process.
- Assisting the Duty Management Team in monitoring the effectiveness of the service through the customer feedback process; responding appropriately to enquiries, bookings, and complaints.
- Monitoring bookings made on the Leisure Management System for all facilities and ensuring facilities are available on time when booked.
- Acting as a fire warden and first aider as required;
- Cover for the Duty Manager to ensure the day-to-day management of the facility is maintained, when required.
- Working within and ensuring adherence to both the University's and Sport and Physical Activity's Health and Safety and Equality and Diversity policies.
- Demonstrable behaviours in line with [Commercial and Campus Support Services' and University values](#)

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.



Qualifications and skills

Essential

- Demonstrable experience working in a Sport, Leisure, or Fitness Facility in a supervisory capacity.
- 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.
- Excellent communication skills with the ability to build rapport and develop effective relationships with customers and colleagues.
- An ability to lead by example and motivate others.
- A high level of accuracy and attention to detail.
- Experience of working within a team and the ability to work on own initiative.
- Flexibility, with an ability to work weekends, evenings, bank holidays and closure days as required.

Desirable

- Relevant fitness Industry qualifications, such as pool plant operators' certificate.
- National Pool Management Qualification.
- Swimming teacher qualification (Level 1 or 2)
- A Royal Life Saving Society UK (RLSS) Trainer/Assessor or equivalent.
- Knowledge of COSHH/ Risk Assessment process.
- Knowledge on using software such as Teams, One drive, XN, Leisure Hub.



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:

Louise Bilton, Assistant Operations Manager

Tel: +44 (0)113 343 5096

Email: L.bilton@leeds.ac.uk

Additional information

Find out more about our department at <https://sport.leeds.ac.uk/>

Working at Leeds

We are a campus-based community and regular interaction with campus is an expectation of all roles in line with academic and service needs and the requirements of the role. We are also open to discussing flexible working arrangements. To find out more about the benefits of working at the University and what it is like to live and work in the Leeds area visit our [Working at Leeds](#) information page.

Our university

At the University of Leeds, we are committed to providing a culture of inclusion, respect and equity of opportunity that attracts, supports, and retains the best students and staff from all backgrounds. Whatever role we recruit for we are always striving to increase the diversity of our community, which each individual helps enrich and cultivate. We particularly encourage applications from, but not limited to Black, Asian, people who belong to a minority ethnic community; people who identify as LGBT+; and disabled people. Candidates will always be selected based on merit and ability.



Information for disabled candidates

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

Criminal record information

Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975

This post requires a standard 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 in accordance with our Criminal Records policy. You can find out more about required checks and declarations in our [Criminal Records](#) information page.

