

PERSON SPECIFICATION

POST: Duty Manager

GRADE: 4

The person specification is an important part of the recruitment process. It should be read carefully as it will form the basis of shortlisting and ultimately, appointing the successful applicant. You must demonstrate how you meet each of the following criteria in your application.

ESSENTIAL REQUIREMENTS	Assessment Criteria
Qualifications:	
• NVQ Level 2 or equivalent	C/AF
• To achieve NVQ Level 3 qualifications within 6 months of appointment	C/AF
• NPLQ is essential to obtain within 6 months of appointment (and desirable at the time of appointment) For the dry sites, the NPLQ is desirable only	C/AF
Skills	
• Ability to motivate and work as the leader of a team	AF / I
• Able to demonstrate the ability to communicate effectively with people at all levels	AF / I
• Able to work on own initiative	AF / I
• Job instruction skills	AF
• Able to complete simple forms e.g. incident reports etc	AF
• Basic numeracy and literacy skills	AF / I
• Able to achieve optimum deployment of resources	AF / I

Experience & Knowledge	
• A working knowledge of pool plant operation.	AF / I
• Knowledge of Personnel Management.	AF / I
• Knowledge of and ability to apply customer service techniques.	AF / I
• Knowledge of techniques used in “on job” staff training.	AF / I
• Marketing techniques in relation to identification and meeting customer needs.	AF / I
• Knowledge of Health and Safety requirements for Sport and Leisure activities.	AF / I
• National Pool Lifeguard Certificate (Wet sites - essential to obtain within 6 months of appointment)	AF / C
• Experience working within a Leisure Centre or Swimming Pool environment.	AF
• Previous experience of supervising, leading and monitoring staff.	AF / I
Other	
• Available to work shifts / weekends on a frequent basis	AF / I
Behaviours	
• Professional	AF/I
• Respectful	AF/I
• Knowledgeable	AF/I
• Passionate	AF/I
• Solutions Driven	AF/I

DESIRABLE REQUIREMENTS	Assessment Criteria
Qualifications:	
• Relevant professional qualification (ISRM, ILAM or equivalent)	C/AF
• ISRM Pool Plant Operations Certificate	C/AF
• Current approved First Aid Certificate (within 6 months of appointment)	C/AF
Skills	
• Organisation skills in preparing for special events and tournaments	AF / I
Experience & Knowledge	
• Relevant professional qualification i.e. I.S.R.M. or .I.L.A.M., NVQ Level II	C
• Pool Plant Operators Certificate	C
• Budget Management	AF / I
• National Pool Lifeguard Certificate – Dry sites only	C
• First Aid Certificate (Red Cross or St. Johns)	C
Experience	
• Two years experience within a Leisure Centre or Swimming Pool environment	AF

NOTE TO APPLICANTS:

Please demonstrate in your application how you feel you meet the above requirements

KEY: I = Interview, C = Certificate, AF = Application Form, T = Test