

JOB DESCRIPTION

Job Title:	Duty Manager
Grade:	SCL Grade 4
Responsible to:	Sport & Leisure Manager
Location:	City Wide
Responsible for:	Designated staff and resources within the specified locality (West or East)
Hours of Duty:	<p>Maximum of 36 hours per week worked 5 days over 7 as per appropriate shifts.</p> <p>Will include shift working regular weekends and evenings for which no enhancements will be paid.</p>
Purpose and Objectives of Post:	

To assist the Sport and Leisure Manager (SLM) in developing and maintaining an efficient and effective sport and leisure service by identifying and meeting customer needs profitability. Assuming responsibility for co-ordinating and deploying resources both human and material at facility level. To supervise, develop and direct designated employees ensuring that the facilities are run efficiently, safely and securely on a day to day basis, with particular regard to the health and safety of staff and customers.

Main Duties and Responsibilities:

The duties listed below together with such other duties falling within the purview of the post as may be required.

General

1. To ensure compliance with SCLL policies, codes of practice and government legislation with regard to hygiene, health and safety, first aid, fire precautions, evacuations, security and any matters with regard to dealing with staff and the customers.
2. To contribute to the ongoing development of the Centre Service Plan in co-ordination with the SCLL Business and Service Plans
3. To ensure that the quality and compliment of equipment meets the requirements of health & safety, customer expectations and the needs of the facility programme and to report any deficiencies to the SLM.

4. To report any responsive repair requirements to the fabric of the building through to Development Services, Premises Section, using the established reporting procedure.
5. To monitor and inform the Development Services Premises Section of any outstanding repairs, particularly those causing breaches in health and safety.
6. To assist the SLM in developing and implementing the facility service plan. This should reflect the aims and objectives of SCLL's Delivery Plans.
7. To open and close/secure the facility/facilities in accordance with your designated shift pattern.
8. To report and advise the SLM or other Senior Officer, of any significant changes or incidents affecting the service during the shift via the established reporting systems, ensuring operation throughout the facility during the shift conforms with SCLL policies and all legal and health and safety requirements
9. To assume primary responsibility within the site for a key development function e.g. Child Protection, Staff Personal Development, Health & Safety and Customer Service. To ensure that all necessary procedures are carried out in accordance with established methods and that relevant reports are relayed to senior management.

Finance

1. To ensure that the facility/facilities under your control comply with all SCLL procedures and codes of practice regarding purchasing, stock and cash control, equipment usage and inventory.
2. To produce reports monitoring financial information requested by SLM's or other Senior Officers.
3. To submit promptly all financial information requested by SLM's or other Senior Officers.
4. To monitor and verify the reconciliation of all monies taken during the shift period by Receptionist Staff and to ensure the safekeeping of all monies and stocks of equipment and consumables.
5. To carry out financial procedures in relation to payroll and purchasing, for example variation timesheet and e-requisitions.

Staffing

1. To motivate, lead and direct staff in facility/facilities to ensure they maintain an optimum level of performance. To hold regular staff meetings and to be instrumental in building a Team culture.
2. To report and deal with, where appropriate/advised by the SLM, matters of discipline, grievance, health and safety and welfare of all shift staff.
3. To ensure that duty shift rosters and staffing levels are organised and comply with the requirements of the service. To sanction annual leave applications and special leave of absence and ensure that appropriate cover for absences of staff is maintained and issued fairly and equitably.
4. To monitor and effectively manage sickness absences of staff and deal with in accordance with the SCLL's Attendance Management Policy.
5. Monitor overtime levels and to regularly report statistics and patterns to the SLM / gain approval where required.

Training & Development

1. To assist the Training Officer and SLM in developing and implementing SCLL's Training Plan.
2. To co-ordinate and implement Annual Appraisals of all Staff within the facility as advised by the SLM.
3. To assist the Training Officer and SLM in the identification of training and development needs of staff designated to you.
4. To assist in the design and provision of on-the-job training programme, including induction to meet identified needs.

Customer Services

1. To assist the SLM in developing and implementing a marketing plan for the facility/facilities in conjunction with SCLL's Marketing Plan.
2. To effectively manage Customer Feedback to ensure that all verbal and written comments received from staff and customers are reported and acted upon.
3. To actively encourage staff and customer feedback with regard to on going service improvement.
4. To ensure that activity programmes developed and implemented as advised in association required by the SLM.

Corporate Responsibilities

1. To ensure high levels of professional conduct at all times, with particular reference to punctuality, dress, presentation and administration.
2. To ensure that customer care is the major priority for service provision.
3. To ensure the service is promoted efficiently, effectively and in keeping with the corporate image of Salford Community Leisure.
4. Considerable importance is attached to the public relations aspect of all work undertaken by Salford Community Leisure staff. It is expected, therefore, that the post holder will at all times project to the public the image of Salford Community Leisure as being keen to assist wherever possible, and positively promote the work that SCL does across its various services
5. SCL expects all its employees to have a full commitment to the SCL's Equal Opportunities Policy and acceptance of a personal responsibility for its practical application. All employees are required to comply with and promote the policy and to ensure that discrimination is eliminated in the service of SCL.
6. To ensure all information received and disseminated, whether verbal or written, concerning all employees, prospective employees or clients, is treated in the strictest confidence, and that all such information held is regulated and controlled in a similar manner
7. To act at all times with due regard to Salford Community Leisure's Health and Safety Policies and related Codes of Practice

Review Arrangements

The details contained in this Job Description reflect the content of the job at the date it was prepared. It should be remembered, however, that it is inevitable that over time, the nature of individual jobs will change, existing duties may no longer be required and other duties may be gained without changing the general nature of the duties or the level of responsibility entailed. Consequently, SCL will expect to revise this Job Description from time to time and will consult with the post holder at the appropriate time.

Date, Job, & Description Prepared/Revised:

Prepared by:

Agreed by Post holder: