



JOB DESCRIPTION

DUTY MANAGER (CASUAL)

BSS LEISURE SERVICES

MAIN PURPOSE OF JOB:

In conjunction with the Assistant Leisure Services Manager, take full responsibility for a shift, develop and manage the performance of operational staff and ensure an efficient and effective service is provided.

MAIN DUTIES:

- Present a high quality professional image and attitude at all times
- Act as the main point of contact for customer queries via email, over the telephone and face to face in an effective and timely manner, whilst building and maintaining good working relations
- Complete and record quality assurance checks as detailed on the Duty Manager shift checklists
- Develop and manage the performance of the operational staff in the absence of the Assistant Leisure Services Manager to ensure an efficient and effective service is provided. Ensure the highest of standards are maintained throughout operational hours
- Ensure Leisure Attendants complete and record the cleaning duties and necessary Health & Safety checks in accordance with the appropriate shift checklist
- Ensure customers and hirers comply with the Terms and Conditions set out by BSS Leisure
- Actively promote BSS Leisure range of services to all potential customers by identifying opportunities to upsell and cross market
- Ensure service delivery is of the highest possible standard. Along with the Leisure Services Manager and Assistant Leisure Services Manager, be proactive and implement new ideas and methods which promote exceptional service
- Organise and attend NPLQ staff training sessions (first Monday of every month), record staff attendance using the designated register and update the online wall/training chart via the IQL portal
- Maintain accurate membership records, ensure courses are scheduled in a timely manner and follow the relevant booking process for each sub brand using Advantage computer software
- Manage the café operation including serving customers, completing monthly stock takes and product orders to ensure adequate stock levels are maintained to achieve maximum revenue
- Ensure access to the pool area is restricted when unattended by a BSS Leisure staff member
- Be responsible in conducting emergency evacuations in line with the Fire / Emergency Evacuation Procedure when on duty as and when required.
- Carry out duties / responsibilities designated within the PSOP and allocated to the roles of Lifeguard and Duty Manager

- Complete the cashing up process at the end of each shift, ensuring processed payments correspond with the 'Daily Statement Report' generated by Advantage
- Complete all necessary set up and clear down requirements for activities as and when needed
- Ensure alarms are activated and buildings are secured at the end of each operational day
- Comply with and promote the Foundation's Health and Safety Policies and Procedures and maintain a safe environment for pupils, staff and visitors ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.
- To be familiar with relevant policies and procedures and to take responsibility for promoting and safeguarding the welfare of the children and young people in School.
- Promote and safeguarding the welfare of the children and young people in School in line with the foundations policies and procedures
- Attend team meetings
- Carry out any other reasonable duties within the context of the post, as requested by the Leisure Services Management team



PERSON SPECIFICATION

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EDUCATION/TRAINING/QUALIFICATIONS	ESSENTIAL/ DESIRABLE	EVIDENCE Application Form, Interview, Reference
NPLQ RLSS Qualification	E	Application form and Interview
First Aid at Work Certificate	D	Application form and Interview
Food Hygiene Qualification	D	Application form and Interview
ASA Level 1/2 Swim Teacher Qualification / equivalent	D	Application form and Interview
KNOWLEDGE/EXPERIENCE	ESSENTIAL/ DESIRABLE	EVIDENCE
Previous experience in a sport and leisure service environment	E	Application form and Interview
Experience of managing and training staff	D	Application form and Interview
Ability to work in a highly pressured and busy environment	D	Application form and Interview
Relevant experience in the delivery of sporting events	D	Application form and Interview
Relevant experience in the delivery of Aquatics programmes	D	Application form and Interview
Auditing and stock control experience	D	Application form and Interview
Experience in sales environment	D	Application form and Interview

Experience in delivering children sports / activities	D	Application form and Interview
Experience in delivering health and wellbeing classes	D	Application form and Interview
PERSONAL SKILLS AND ATTRIBUTES	ESSENTIAL/ DESIRABLE	EVIDENCE
Customer focused and hands on approach	E	Interview and Reference
Ability to push sales via influence and creativity	E	Interview and Reference
High personal standard of presentation	E	Interview and Reference
High attention to detail with the ability to promote change when required	E	Interview and Reference
Caring and kind especially in relation to children	E	Interview & Reference



TERMS AND CONDITIONS

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SALARY
The rate of pay for this position is £12.64 per hour (plus £1.53 holiday pay per hour), based on Point 06 of the Bolton School Support Staff Salary Scale.
HOURS OF WORK
To be worked on a casual basis as and when there is work available.
HOLIDAY
You will be entitled to receive pro-rata holiday pay of 5.6 weeks per annum. At the end of each month the School will pay you in lieu of any accrued but untaken holiday for the month. Holiday pay will be subject to the normal deductions.
LINE MANAGEMENT
Assistant Leisure Services Manager

All offers of casual work will be made subject to the successful applicant providing the original qualification certificates, relevant to the position and as outlined in their application form. Identification documents will also be required including passport or picture driving licence, birth certificate, marriage certificate where applicable, current pay slip and evidence of address e.g. utilities bill, bank statement. Eligibility to work in the UK will also be checked.

After entering in to the agreement for casual work the successful candidate will be required to complete a medical questionnaire and an Enhanced check for regulated Activity will be carried out through the Disclosure and Barring Service. The School will seek two references prior to the interview.

As this role involves either working in early years provision, providing out of school care for children who have not attained the age of 8 or the direct management of such provision, satisfactory completion of a self-declaration form to confirm that the successful candidate has not been disqualified from working with children will be required.