

Duty Manager

Department: Infrastructure, Housing and Environment
Division: Sport
Reports to: Operations Manager (Wet or Dry Facilities)
JE Reference: IHE1088
Grade: Civil Service 8 **JE Date:** 22/3/2022

Job purpose

Responsible for managing the people resources and the facilities efficiently by planning the daily operational requirements. Leading the teams on duty, monitoring wellbeing and performance. Operating the wet and dry facilities safely ensuring that all policies and procedures are adhered to and that customers are provided with a high-quality service.

Job specific outcomes

Provide first line management and supervision for all of the people resources within the Government's wet and/or dry Sports facilities. Ensure appropriate staffing levels are in place to cover the daily duties in the most effective way.

Monitor the performance and wellbeing of all people resources on shift to ensure consistently high-quality customer care and standards at all times. Motivating the team in line with Team Jersey Values. Proactively addressing any concerns or performance issues should they arise through set procedures. Working with the Operations Team to co-ordinate resources so the staff can attend training). Supporting the recruitment of staff by conducting interviews as part of a panel inductions, monitoring and recording of ongoing performance. Ensuring absence levels are recorded in the appropriate systems.

Manage the delivery of excellent customer service standards aligned to those set by Customer and Local Services. Role modelling and encouraging great customer service with each interaction, thinking ahead for customers to pre-empt their needs where possible and dealing with queries and complaints effectively. Working with teams to adapt and continuously improve working practices in response to customer feedback.

Ensure all Health and Safety policies, procedures and Service Level Agreements are adhered to by employees, zero hours workers, self-employed workers, concessions and other clubs using the facilities as well as contractors in line with agreed Risk Assessments and safe systems of work. .

Ensure safeguarding particularly for children and vulnerable adults service users. This includes co-ordinating resources to attend mandatory training in this area for all front-line staff, working with the Operations Team where required; following Safer recruitment guidelines for recruitment, and for monitoring activities of facility hirers and service providers whilst on site.

Oversee the daily inspections of the facilities conducted by the Sports Technicians, Leisure Assistants and Cleaners ensuring any defects caused by wear and tear or vandalism are

addressed. Liaising with / acting as a point of contact for the Police or Property Department, as well as external contractors where necessary to ensure the facilities are in good working order.

Ensure the safety and security of the facilities.. Ensure start and end of day procedures are carried out. Providing line management / supervision to any routine queries / issues. Ordering and replenishing retail and centre supplies, sports equipment, receiving goods, checking them off and basic processing of matched invoices

Act as the individual responsible on duty for commanding evacuation procedures in the event of an emergency. Undertake routine exercises implementing the emergency action plan (e.g. fire tests and evacuation exercises in line with the emergency action plan). Maintaining log books of such exercises as necessary, contributing to the development of procedures for the facilities as necessary. Support the review of Risk Assessments, Safe Systems of Work and COSHH Assessments where required.

Support the Operations team by contributing to projects and supporting the delivery of the change as and when required.

Co-ordinate the Duty Team in the set up and staffing of Sports Events, liaising with the Business Development Team, the Clients and other third-party suppliers where appropriate to ensure the safe and efficient delivery of the event.

Postholders are expected to contribute to continuous service improvements, providing customer and procedural feedback to the Operations team and/or the Business Development team. This will include postholders reporting on any deficient or defective equipment or facilities, as well as making any suggestions on procedural improvements that would enhance customer experience

Carry out other duties as required, including assisting with the operational teams when demand requires it.

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

Services

Sports and fitness Facilities for External Hirers and the Active Membership

Organisation chart

TBC

Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications</p>	<p>A Level 3 qualification, in a Leisure Management or other relevant management (CMI Level 3 or above)</p> <p>Wet-side Facilities</p> <ul style="list-style-type: none"> • RLSS National Pool Lifeguard Qualification, and • National Pool Plant Operator Qualification, and <p>Royal Life Saving Society Trainer / Assessor Qualification, Level 2/3 coaching and instructing certificates (e.g. swimming, spinning, aqua aerobics, trampolining)</p> <p>IOSH Certificate for Managing Safety or equivalent</p> <p>First Aid at Work Certificate and a Defibrillator Certificate (with the ability to attend refresher training as required).</p>	<p>National Pool Management / Supervisors Qualification</p> <p>Dry-side Facilities RLSS National Pool Lifeguard Qualification, and National Pool Plant Operator Qualification, and Royal Life Saving Society Trainer / Assessor Qualification</p> <p>Beneficial to hold a Trainer Assessor qualification for Lifeguarding, Manual Handling, AED defibrillator, plus other relevant Rescue Awards for Supervisors of Swimmers.</p>
<p>Knowledge</p>	<p>Up-to-date knowledge of Local and UK Health and Safety standards and their application in the Sport Division.</p> <p>Safeguarding particularly for children and vulnerable adults service users.</p>	<p>Knowledge of GoJ H&S policies and their application in the Sport Division.</p>
<p>Technical / Work-based Skills</p>	<p>Related IT systems and packages including Taddha, Concerto, Plus 2, Microsoft Office including Excel and Word. Government Procurement systems.</p> <p>Acceptable level of the English Language</p> <p>Full Clean driving license</p>	
<p>General Skills/Attributes</p>	<p>Strong interpersonal skills and the ability to motivate teams to deliver quality customer care and service.</p> <p>Excellent communication skills</p> <p>Excellent team player, observant and diligent</p>	

	<p>Excellent organisational, numeracy, verbal, written, and customer service skills.</p> <p>Able to effectively manage a team, self-motivated with the ability to work unsupervised and under pressure.</p> <p>Problem solving, influencing skills.</p> <p>Good relationship building skills and confident dealing with external and internal stakeholders.</p> <p>Ability to manage performance, and poor behaviour.</p>	
Experience	<p>At least 3 years' experience in service training and practical experience in the leisure industry of a similar environment.</p> <p>2 years' supervising a team.</p> <p>Recruitment and Selection</p>	

Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the Government of Jersey tier 5 core accountabilities attributes and behaviour indicators.

Organisational structure

One Government Departments

