

**JOB DESCRIPTION**

**Job title: thePoint4 Duty Manager**

**Reporting to: Centre Manager**

**Hours: 37 hours per week**

**Salary: £26,070**

**Closing Date: Friday 23rd May at 5pm**

**Job purpose:**

To operate all Business Enterprise facilities, which includes leisure, accommodation, and rentals with responsibility for ensuring the health and safety of staff and customers and ensuring the highest standards of service.

**Main duties and responsibilities:**

* To manage and co-ordinate those staff under direct line management to ensure the efficient operation of the businesses, including responsibility for Health and Safety, programming and work allocation.
* To be responsible for the safety and supervision of all members of the public within the facilities.
* To assist the Centre Manager with regular reviews of operations with a view to achieving agreed financial targets, maximising income, and developing the services offered.
* To ensure joined up working between Business Enterprise and other areas of the College, including supporting work-based learning opportunities for students and ensuring that the needs of the curriculum are met alongside the commercial needs of the business.
* To be responsible for the line management and continual professional development of Recreational Attendants / Reception.

**Job Activities:**

* To assist with the successful delivery of programming, promotion and development of services offered by Business Enterprise in accordance with the values and priorities of RNC.
* To be responsible for the management of the safety, supervision and work of all Business Enterprise staff together with the safety of all members of the public within the facility.
* To assist the Centre Manager in achieving agreed financial income and expenditure targets for Business Enterprise.
* To receive and answer, wherever practicable, enquiries from members of the public and ensure all complaints and compliments are handled in line with RNC procedures.
* To ensure that the buildings, equipment, and all areas are maintained to the highest possible standards of operational effectiveness and cleanliness in accordance with management policies.
* To ensure that preparation for the daily programme is carried out in an effective, economic, and efficient manner.
* To provide first aid to staff and members of the public using the facility.
* To assist, where necessary with routine health and safety requirements such as COSHH, building maintenance, cleaning schedules, processing of timesheets and preparation of staffing rotas.
* To assist with the organisation, development and running of the bookings programme, activities programme and special events.
* To support the front of house function during busy periods and during the Receptionist’s breaks.
* Whilst on duty to act as the Emergency Co-ordinator in respect of the facilities.
* To assist with the management of unforeseen problems or emergencies as necessary, including those occurring outside normal working hours.
* To carry out any other duties that the Centre Manager may reasonably require.
* The post holder will be required to work shifts covering days, evenings and weekends and must at all times be flexible in outlook and approach.

**Note: This job description covers the main, current duties and responsibilities of the job; however, it is subject to review and amendment in the light of developing or changing organisational needs. Other activities commensurate with this Job Description may from time to time be undertaken by the Job Holder.**

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**PERSON SPECIFICATION – thePoint4 Duty Manager**

Essential and Desirable criteria will be assessed using a range of methods that may include: application form, interview, task or test, presentation of certificates or required document. Consideration will be given to candidates who may not hold all of the essential requirements but who can demonstrate equivalent and relevant experience.

| **ATTRIBUTES** | **ESSENTIAL** | **DESIRABLE** |
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| Experience | * Good experience of working in a multi-function sports/leisure facility. | * Good experience of health and safety management within a leisure operations environment. * Experience of overseeing a varied bookings programme. * Supervisory experience. * Event management experience. * Experience of working with people with disabilities. |
| Knowledge/skills | * Effective and articulate communication skills. * Ability to work to deadlines and deliver results where required. * Can demonstrate understanding and awareness of balancing the needs and requirements of different user groups. * Determination to succeed, enthusiasm and commitment. | * Responds positively to change and helps others to manage the impact of change. * Experience and understanding of a range of social media including Facebook and Instagram * Experience of using membership or / and booking programmes |
| Qualifications and training | * NVQ Level 3 or equivalent in Supervisory Management or willingness to work towards it. * First Aid at Work Certificate or willingness to undertake the qualification. * Confident IT user to include – Microsoft office, membership and booking programmes. | * Leisure related qualification e.g., NVQ in Sport and Recreation or BTEC in Leisure and Tourism. |
| Disposition, attitude, and motivation | * Must be able to deal with customer enquiries and complaints and able to work well under pressure. * Can demonstrate team leadership and motivation skills. * Responds well to change whilst working in a commercial environment. * Understanding of safeguarding for our students, and a commitment to safe practice. * Commitment to equality and diversity and its active promotion. |  |
| Additional/other | * Enhanced DBS (Disclosure & Barring Service, formerly CRB) disclosure required prior to appointment being confirmed. This can be applied for after interview stage. * Eligibility to work in the UK. * A flexible attitude to working hours in order to cover events which on occasion will include evenings, weekends, and bank holidays. |  |