

Job Specification: Duty Manager

Based at: Faversham Pools



Duty	Duty Manager
Reporting to	Operations Manager
Direct reports	N/A
Location (e.g. Pools or remote working)	Faversham Pools, Faversham
Position type (e.g. full time, part time, job share)	Part-time: 24 hours per week plus flexible cover as required Hours may be increased as the role develops
Level / Salary range	£9.67/hr
Job purpose and objective (why does this role exist?)	
<p>This role requires a competent individual with NPLQ lifeguard qualifications who is passionate about the leisure industry. To manage and resolve pool-side lifeguard issue as well and having enthusiasm to serve and support the local community and the users.</p>	
Context of the role	
<p>This is a varied role, including unlocking the centre to setting up, ordering supplies and checking everything is complete and ready for the customers and will deal with immediate poolside queries, working with the on-duty lifeguards. Self-confidence and being familiar with handling customer queries, managing the team and ensuring the successful operation of the pools and facilities, with a flexible approach, is also required.</p>	
Accountabilities and responsibilities	
<ul style="list-style-type: none">• Opening and closing the site• Working a range of shifts including— weekdays, weekends, bank holidays• Supervision of staff including lifeguards, cleaners and maintenance staff• Knowledge of price plans and ticket prices• Pool tests & backwashes• Regular fire alarm tests, pool alarms and procedures• Knowledge of our booking system and the ability to learn and assist in the organisation of swimming sessions and pool administration• Overseeing daily operations• Ensuring employee productivity• Monitoring efficiency of all processes• Creating a positive work environment for employees• You will also meet regularly with upper management to stay up-to-date with organisational changes, issues and improvements	

Knowledge, skills and competencies required

ESSENTIAL

- NPLQ (Upholding and maintaining NPLQ with monthly training)

DESIRABLE

- Pool Plant experience
- First Aid at Work qualification
- Experience working in a duty manager's role
- Confident use of IT and computerised systems

Reporting Lines and Key Relationships

This role reports to the Operations Manager

You directly oversee the Lifeguards and have key relationships with the Maintenance Manager, Training Co-ordinator and Systems Administrator

This job specification was last reviewed in:

September 2021