

JOB DESCRIPTION

POST TITLE: Duty Manager (Marketing & Membership)

RESPONSIBLE TO: General Manager

VERSION: 10th January, 2017

Job Purpose

To take day to day responsibility for the safe, efficient and effective operation of the Quay Zone.

Principal Duties and Responsibilities

- To work as part of the management team by being responsible for the day to day operation of the Quay Zone when directed to do so.
- To maintain the highest standards of safety and service for all users of the Quay Zone
- To be responsible for the development and management of swimming and Centre programming activities
- To work as part of the Quay Zone team ensuring that communication and team working is promoted and fostered at all times

Job Activities

- To take full responsibility for the management of staff, users and the Quay Zone building, ensuring it is operated in compliance with the Normal Operating Procedure, Emergency Action Plan and all other policies and procedures.
- To supervise all on-duty staff and ensure they project a positive, welcoming image to the public and wear the appropriate uniform and name badges at all times.
- To ensure staff rotas are adequately covered including holiday and sickness cover and that timesheets are properly recorded and authorized.
- To ensure that the highest possible standards of customer care and quality of service are delivered to all users and visitors alike.
- To ensure that agreed hygiene and cleaning standards are maintained at all times and that regulations concerning health and safety at work and the handling of all chemicals are complied with.
- To undertake first aid duties and ensure all fire, evacuation and emergency procedures are complied with.
- To ensure the security of the premises and comply with systems and procedures regarding security of the building, plant, equipment and cash.
- To ensure that legal and licensing requirement of the Quay Zone are complied with whilst on duty
- To be responsible for the development and implementation of marketing activities to promote use and membership of the Quay Zone and the services and facilities it provides.
- To continuously monitor membership numbers and develop and implement initiatives and activities that maintain business plan levels.
- To assist in the development and delivery of a wide range of recreation, sporting and social activities.
- To assist in the planning and promotion of events, courses and classes and where necessary act as 'event manager'.
- To give training assistance to Centre users for both wet and dry side activities including, when appropriate, inductions and coaching.

Job requirements

- a. To have the utmost discretion and sensitivity in relation to handling, management, financial and personal information associated with the operation of the Quay Zone and South Carrick Community Leisure
- b. To operate in a professional manner and to ensure that they and all leisure and recreation staff are presentable (uniform / name badges) and present a positive welcoming image of the Quay Zone and its services to customers at all times.
- c. To hold and maintain through monthly training a National Pool Lifeguard qualification.
- d. To hold and maintain a first aid certificate and be able to give first aid, if required, to staff and the public.
- e. To be fully aware of, understand, implement and promote the Normal Operating Procedure and the Emergency Action Plan.
- f. To ensure that high standards of health and safety are maintained.
- g. To assist in the delivery of business objectives by undertaking specific tasks and projects as directed by the General Manager
- h. To support the corporate work of the Quay Zone by undertaking work within other job areas as directed by the General Manager

This job description describes the general duties of the post and does not preclude other duties which are necessary for the efficient operation of the department in meeting its objectives. It is current at the date shown above. In consultation with you, it is liable to variation by the General Manager of the Quay Zone to reflect actual, contemplated or proposed changes in or to your job.

SIGNED
Post Holder

DATE

SIGNED
General Manager

DATE

Person Specification

Attributes	Essential	Desirable
Professional/ Educational Qualifications	National Pool Lifeguard Qualification First Aid Qualification	Pool Plant Operators Qualification Wet or Dry Side Coaching Qualification
Relevant Experience	Supervisory Experience in Leisure Industry	Experience of Developing Marketing and Membership Activities
Special Knowledge/ Skills	Excellent Communication Skills Commercial Awareness Customer Service Organisational and Problem Solving Skills	
Personal Features/ Qualities	Confident & Self-Motivated Reliable and Honest Team Worker Bright, Welcoming & Pleasant Manner	
Additional Job Related Requirements	Knowledge of Using Web & Social Media in Business Environment	