Duty Manager
YORK SPORT

Closing date: 23 February 2020
Interview dates: 4 & 6 March 2020
Anticipated start date: w/c 6 April 2020
Directors Introduction

As a member of the Commercial Services team you will be a key contributor in supporting our section to provide essential income to support the University’s key objectives. The services we provide underpin values that will enhance the ‘student experience’, whilst being profitable and sustainable.

We work in an all-inclusive environment where the word ‘team’ is part of our culture. We provide an excellent benefits package supporting market led terms and conditions of employment. We are committed to Investors in people and this is demonstrated by providing an open door policy giving access to the Management Team from all levels of the organisation.

I wish you well with your application.

Jon Greenwood, Director of Commercial Services

York Sport

York Sport is responsible for the University of York’s sporting estate and for delivering University and community facing services in support of our mission to ‘inspire activity’.

In recent years the University has invested heavily in sport as it seeks to maximise impact for its student, staff and local community. With support of key stakeholders over £13m has been invested in the ongoing upgrading of facilities that includes our £9m Sport Village, athletics stadium, velodrome, and closed circuit cycle facility and performance gym.

Our commitment to provide the highest possible standards to a wide range of user groups is ongoing both in terms of facility and service delivery.

We continue to work alongside many of our partners as we seek to maximise opportunities and deliver high quality service, through our high quality team in our expanding environment.
YCL

YCL is a wholly owned subsidiary company of the University of York. YCL was formed in 2012 with the overall aim to deliver a profitable service and provide essential income to the University.

YCL is continuously looking for new ways to support the University. In 2017/18 a new retail store and catering outlet will open for the use of students, staff, visitors and local residents.

There are a number of commercially focussed departments which make up Commercial Services, Catering and Bars, Campus Nursery, York Sport, Design and Print Solutions, York Conferences, Retail Services and support teams including Human Resources Central Administration and Marketing.

YCL was awarded IiP Silver in August 2014.

Benefits Package

- 38 days annual leave including 8 bank holidays (pro rata)
- Pension scheme
- On-site parking
- Concessions rates at York Sport Village and Centre
- 10% off campus NISA supermarkets
- Discount scheme with local restaurants, retail and tradesmen
- Salary sacrifice schemes including cycle to work, childcare vouchers and campus nursery
- Discount scheme with national retailers and services
- Discounted personal postage rates
- Uniform provided

Attractive Place to Work

Centred around the picturesque village of Heslington on the edge of the city of York, the campus offers a wealth of facilities, which includes bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal. Since 2000 we have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion.

During this period of change YCL has also grown to support the larger campus. We have worked hard to retain our friendly, informal atmosphere and believe strongly that work should be an enjoyable place to be.

The University

Founded on principles of excellence equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2017 it is the centre for almost 16,000 students across 30 academic departments and research centres. In just 50 years we have become one of the world’s leading universities and a member of the prestigious Russell Group.

The City of York

Internationally acclaimed for its rich heritage and historic architecture, York’s bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford’s Tower and the Shambles—just a few of many attractions.

But York isn’t just a great place to visit—it’s also a great pace to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.
Salary: £21,550.00 per annum

Grade: C1

Hours of work: 37

Contract type: Open

Reporting to: Operations Manager

Location: University of York, Heslington, York, YO10 5DD

**Main purpose of this role:**
To contribute to the general success of York Sport through having responsibility for York Sport facilities and activities whilst on duty in order to ensure a safe, efficient and effective customer focussed service delivery across all York Sport facilities.

Whilst having the ability to manage across both York Sport Village and York Sport Centre this post will be predominantly based within the York Sport Centre.

**Key responsibilities and duties:**
- To manage operational staff with involvement in recruitment and selection; performance management and training and development.
- To manage and supervise a team of staff, providing effective leadership and direction ensuring that staff deliver consistently high standards of customer service in all areas but with specific reference to reception and sports assistant/lifeguards.
- To deal effectively with any customer queries or complaints about the services or facilities.
- To be responsible for opening / closing procedures and for the general safety and security of the facilities while on shift.
- To ensure the safe, efficient and effective management of the swimming pool by fully qualified staff responsible for pool water testing and plant management.
- To ensure that all facilities match booking requirements and ensure that equipment is set up / de rigged on time and in full.
- To maintain equipment service records relating to all areas including swimming pool plant equipment in order to maintain highest standards of operation and safety at all times.
- To liaise with operational, estates and cleaning service staff to ensure that all facilities are clean and maintained at all times.
- To report all accidents and incidents in accordance with established procedures, to perform first aid and to follow emergency procedures as required.
- To implement / undertake regular, routine monitoring and housekeeping inspections, ensuring that the facilities and equipment are maintained to high standards of safety and cleanliness at all times.
- To undertake risk assessments and contribute to the development of the standard operating procedures and safe working practices.
- To monitor access control ensuring that users of York Sport facilities are authorised users.
- To report faults and request maintenance using established procedures.
- To contribute to a culture of continuous improvement and accredited quality standard initiatives (Investors in People; Customer First; Quest etc).
- To carry out some or all of the duties of other facility staff as required to meet delivery needs while on shift, including pool lifeguard cover and fitness suite management.
- To operate electronic point of sales systems, answering telephone enquiries, dealing with bookings and recording of information using the facilities bookings procedures and systems and any other shift related administration as required.
- To ensure the implementation of established financial control procedures, the security of monies and accurate cash reconciliation against till readings, investigating variances as appropriate.

The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake other duties within the scope and grading of the post in response to business needs.
# PERSON SPECIFICATION

## QUALIFICATIONS

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<th>ESSENTIAL</th>
<th>DESIRABLE</th>
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<td>• Current First Aid Qualification</td>
<td>• Membership of a relevant professional body e.g. CIMSPA, UK Active</td>
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<td>• National Pool Plant Operators Qualification</td>
<td>• Sports related supervisory / management qualification</td>
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<td>• RLSS National Pool Lifeguard Qualification</td>
<td>• Recognised Fitness Instructor Certificate or willingness to work towards gaining this qualification</td>
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<td>• RLSS Trainer Assessor</td>
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## KNOWLEDGE

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<td>• Health and safety regulations and safe working practices</td>
<td>• Practical Training Techniques</td>
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<td>• Risk Assessments</td>
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<td>• Manual Handling Techniques</td>
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## SKILLS / ABILITIES/ COMPETENCIES

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<td>• Ability to effectively lead and motivate a team</td>
<td>• Awareness of the current market trends in sport and recreation.</td>
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<td>• Good planning &amp; organisational skills with the ability to prioritise tasks according to importance</td>
<td>• Ability to use relevant IT packages.</td>
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<td>• Excellent communication skills when dealing with customers and colleagues</td>
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<td>• Good customer care skills</td>
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<td>• Effective IT literacy skills with the ability to use relevant IT packages (word, excel, email)</td>
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## EXPERIENCE

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<td>• Previous experience of working in multi-functional sports / leisure facility with a swimming pool</td>
<td>• Experience of Sport in a University (Higher Education) environment or a commercial leisure environment</td>
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<td>• Experience of working with computerised booking systems (e.g. XN Leisure, Gladstone, Delta etc)</td>
<td>• Relevant supervisory experience</td>
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<td>• Experience of working within a quality assurance environment</td>
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### PERSON SPECIFICATION

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<th>PERSONAL ATTRIBUTES</th>
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<td>• Ability to work under pressure and responsibly on own initiative as well as in a team Enthusiastic, positive ‘can do’ attitude</td>
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<td>• Ability to set high standards for self and the team, leading by example.</td>
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<td>• Ability to work using own initiative to solve non routine problems.</td>
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<td>• Commitment to work unsocial hours, including weekends and Bank Holidays</td>
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<td>• Evidence of good interpersonal skills, customer liaison ability and a willingness to be co-operative and flexible at all times.</td>
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<td>• Experience of maximising capabilities of computerised leisure management systems</td>
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<td>• Ability to maintain a positive attitude in the face of unexpected and demanding situations</td>
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<td>• Flexibility to work other shifts to cover other Duty Manager Absences</td>
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<td>• Professional in appearance and behaviour</td>
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<td>• Candidates are required to obtain and maintain a satisfactory Disclosure and Barring Service (DBS) checks.</td>
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How to Apply

Online

- Go to https://jobs.york.ac.uk/ycl
- Find the vacancy using reference 8462
- Complete the online application form

You will need to submit your application by midnight (GMT) 23 February 2020

What will I need?

We will ask you for:

- Personal details
- Your employment history
- Relevant qualifications
- Contact details for two referees

You will need to be ready to show us how you meet the requirement of the job, either in a written statement and/or by answering questions.

The Company will only recruit individuals who have passed the school leavers age. For further information and confirmation of the school leavers age please visit the City of York Council website

Help and assistance

Direct queries to ycl-hradmin@york.ac.uk
01904 328424