Duty Manager

Closing date: 27 February 2022
Interview date: 8 March 2022
Directors Introduction

As a member of the Commercial Services team, you will be a key contributor in supporting our section to provide essential income and 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.

We wish you well with your application.

Mission and Values

At YCL our mission is to provide the highest standard of customer satisfaction, value for money and quality of product within a friendly and helpful environment.

Our values are:

- **Trust** - We will place trust in you to do your job and do it well
- **Respect** - We will respect you and expect you to respect your colleagues and customers
- **Unique** - We are all unique and diverse and we embrace this
- **Enjoy** - We strive to make work an enjoyable place, you should too!

York Sport

York Sport is a York Commercial Limited (YCL) department and 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 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 £16m has been invested in the ongoing upgrading of facilities that include our £9m Sport Village, regional standard athletics stadium, sports arena, tennis dome, squash courts, sports hall outdoor velodrome, 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, service and event delivery.

We continue to work alongside our many partners as we seek to maximise opportunities and high quality services, through our high quality team and environment that we are justifiably proud of.
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.

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

YCL is continuously looking for new ways to support the University. In 2017/18 we opened a new retail store and catering outlet for the use of students, staff, visitors and the general public.

YCL was awarded Investors in People Silver in 2014.

Benefits Package

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

The University

Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2019 it is the home of more than 18,000 students. The University is one of the world's leading universities and a member of the prestigious Russell Group.

An 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, including bars, gyms and shops.

The University has undergone an unprecedented period of expansion and renewal. Since 2000 they have invested in 20 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 growth on campus. We have worked hard to retain our friendly, informal atmosphere and believe strongly that work should be an enjoyable place to be.
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.

Having the ability to manage across both York Sport Village and 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).
Key responsibilities and duties (continued)

- 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.
## CANDIDATE SPECIFICATION

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

Online

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

You will need to submit your application by midnight (GMT) of the closing date.

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 show us how you meet the requirements of the job, either in a written statement and/or by answering questions.

YCL 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.

Applicants aged 18 and under will only be offered a maximum of 20 hours of work a week, and must provide evidence that they are in full or part time education/training, or undertaking work based learning such as an apprenticeship.

Help and assistance

Direct queries to ycl-hradmin@york.ac.uk
01904 328413 / 01904 328424