**Job title:** Duty Manager

**Salary:** £25,640.28 per annum  
**Grade:** YCL C1  
**Hours of work:** 37 per week (Full time)  
**Contract type:** Permanent  
**Reporting to:** Senior Operations Manager

---

Why work for YCL?

---

**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.

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’

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 and many other sport and fitness facilities.

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.
Job title: Duty Manager

Key responsibilities and duties continued

- 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.
**Job title:** Duty Manager

<table>
<thead>
<tr>
<th>Person specification</th>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Qualifications</strong></td>
<td>● Current First Aid Qualification</td>
<td>● Membership of a relevant professional body e.g. CIMSPA, UK Active</td>
</tr>
<tr>
<td></td>
<td>● National Pool Plant Operators Qualification</td>
<td>● Sports related supervisory / management qualification</td>
</tr>
<tr>
<td></td>
<td>● RLSS National Pool Lifeguard Qualification</td>
<td>● Recognised Fitness Instructor</td>
</tr>
<tr>
<td></td>
<td></td>
<td>● Certificate or willingness to work towards gaining this qualification</td>
</tr>
<tr>
<td></td>
<td></td>
<td>● RLSS Trainer Assessor</td>
</tr>
<tr>
<td><strong>Knowledge</strong></td>
<td>● Health and safety regulations and safe working practices</td>
<td>● Practical Training Techniques</td>
</tr>
<tr>
<td></td>
<td>● Risk Assessments</td>
<td></td>
</tr>
<tr>
<td></td>
<td>● Manual Handling Techniques</td>
<td></td>
</tr>
<tr>
<td><strong>Skills/abilities/competencies</strong></td>
<td>● Ability to effectively lead and motivate a team</td>
<td>● Awareness of the current market trends in sport and recreation</td>
</tr>
<tr>
<td></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>
</tr>
<tr>
<td></td>
<td>● Excellent communication skills when dealing with customers and colleagues</td>
<td></td>
</tr>
<tr>
<td></td>
<td>● Good customer care skills</td>
<td></td>
</tr>
<tr>
<td></td>
<td>● Effective IT literacy skills with the ability to use relevant IT packages (word, excel, email)</td>
<td></td>
</tr>
<tr>
<td>Person specification</td>
<td>Essential</td>
<td>Desirable</td>
</tr>
<tr>
<td>----------------------</td>
<td>---------------------------------------------------------------------------</td>
<td>---------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| Experience           | ● Previous experience of working in multi-functional sports / leisure facility with a swimming pool  
● Experience of working with computerised booking systems (e.g. XN Leisure, Gladstone, Delta etc) | ● Experience of Sport in a University (Higher Education) environment or a commercial leisure environment  
● Relevant supervisory experience  
● Experience of working within a quality assurance environment |
| Personal Attributes  | ● Ability to work under pressure and responsibly on own initiative as well as in a team  
Enthusiastic, positive ‘can do’ attitude  
● Ability to set high standards for self and the team, leading by example.  
● Ability to work using own initiative to solve non routine problems.  
● Commitment to work unsocial hours, including weekends and Bank Holidays  
● Evidence of good interpersonal skills, customer liaison ability and a willingness to be co-operative and flexible at all times.  
● Experience of maximising capabilities of computerised leisure management systems |