

Duty Manager - Sales

Reporting to: General Manager, Assistant General Manager

Job Purpose: We exist to improve the lives of others

The Duty Manager will lead and oversee the running of their hub whilst on shift. You will inspire and motivate your teams to deliver exceptional customer service whilst role modelling our **WATCH** principles. As a Duty Manager you will ensure that the day to day operations within your hub are aligned with Life Leisure's Purpose and Mission. You will motivate your teams to ensure that you have a sufficient workforce who effectively **promote** and **connect** with the customers and consistently deliver the services we **provide** to the community.

Hours: Full time, 37 hours per week

Location: Life Leisure Hazel Grove

Salary: £ 27,992

About you:

You are an ambitious person who strives for success, and you celebrate that success with your teams. Whilst you have strong drive, you recognise that in order for us to truly improve lives across the borough, we must work together as ONE team.

You do what you say you will do and you are always being yourself with your teams and stakeholders. You care passionately about your communities, customers and colleagues and you take the time to check in on your own wellbeing as well as others.

Experience relevant to the role

Essential

- Experience from a pool based Leisure centre
- Experience managing teams and safe working rotas
- Experience of coordinating membership sales and activity
- Experience of improving the customer experience
- Experience of managing teams

- Experience managing health and safety with the workplace

Desirable

- Experience of working with Legend and Course Pro systems
- Working knowledge of Quest and NPS

Education and qualifications

Essential

- A current/ previous National Pool Lifeguard Qualification
- First Aid Trained

Desirable

- Health and Safety qualification (e.g IOSH) or relevant experience
- Good general standard of education to minimum GCSE or equivalent in Maths and English
- Pool Plant Operator's Certificate

Abilities, Skills and Knowledge

- Ability to lead, inspire and motivate teams and customers
- Excellent communication skills
- Customer focused
- Forward thinking
- Ability to use initiative on decision making
- Able to have challenging conversations with both customers and team members
- Problem solving
- Knowledge of Health and Safety at work Act.

Job duties:

Operation management

- To contribute to the satisfactory completion of Life Leisure's Key Performance Indicators
- To respond to customer complaints aligned to Life Leisure's' complaints procedure.
- To attend the duty manager meetings and update on teams, revenue and operations

Facility

- To ensure that the building is Health & Safety compliant at all times.
- To ensure high levels of customer service at all times, this will be monitored using the NPS framework
- Lead on cleaning schedules to ensure that all duties are undertaken.
- To work on shift pattern that consists of earlys, lates and weekends.
- To regularly meet with team members to discuss their roles in 1:1 meetings
- To ensure that all facilities are efficiently and safely manned and to cover the duties of other team members when necessary.
- Responsibly for the opening and closing of the hub and having a clean and safe environment for our people and customers to attend
- To comply with all statutory Health and Safety legislation and to be aware of Health and Safety within the centres.

Security & Maintenance of Building/Equipment

- To oversee that all equipment in current use is in safe working order and that any repairs are actioned promptly.
- To ensure that the internal and external fabric of the centre is safe and in presentable condition by ensuring repairs and maintenance are actioned promptly.

Management of Pool & Plant

- Knowledge of HSG179 – Health & Safety in Swimming Pools.
- To support the GM to ensure that the relevant teams have received the necessary regular training required for them to undertake their duties and that no qualifications expire.
- To support the GM on the operation of the pool heating and filtration plant, maintaining conditions at specified levels.
- To have the knowledge to rectify pool plant issues to ensure the pool remains open at all times.
- Community engagement: to improve the offering and service that we provide, ensuring it meets the needs of the whole community

People Management

- To inspire and motivate all teams at the hubs and to role model and promote a culture aligned to our WATCH principles.
- Carry out regular 1-2-1s with team members
- To support the GM in maintaining accurate employee records ensuring that all training, absence and performance management is recorded and that necessary qualifications are obtained and kept current.

- To build strong working relationships with peers and stakeholders across Life Leisure

Commercial

Financial Management

- To ensure that no irregularities arise within the centres and that no monies are not accounted for on daily banking procedures
- To support the GM IN achieving monthly membership sales and retention targets.
- To actively produce sales leads and promote membership.
- Facilities rentals: To support the GM in managing the onsite programmes to best utilise space across the hub.

Sales

- To actively produce sales leads and promote memberships
- To coach reception teams on the sales and prospecting process
- To collate and report on sales and prospect data to show performance and to help improve processes
- To work with the Sales and Business Support Manager in developing and maintaining links with local organisations

Additional information

- The responsibilities set out in this document, in the advert and any additional information are intended to provide a flavour of the work you will carry out. It is not possible to include everything you will be asked to undertake, and we expect all colleagues to work flexibly according to business needs and to enhance your own development. Your skills, abilities and training needs will be taken into account and discussed with you when any significant changes to your role are needed.