

We are hiring!



Duty Manager

Salary: £ 31, 484 Per annum

Location: Grand Central Pools

Job Purpose:

Our Duty Managers are visible, calm and confident shift leaders who ensure the hub operates safely, efficiently and with a strong customer focus. Reporting to the General Manager, you will lead Receptionists and Lifeguards, coordinate day-to-day delivery and support operational, commercial, people and health and safety standards. You will inspire colleagues to deliver an outstanding customer experience, role model the Life Leisure's WATCH principles and help provide services that improve the lives of local people.

Job Duties:

- To take operational responsibility for the hub while on duty, including safe opening, closing, security and shift handover.
- To lead Receptionists and Lifeguards on shift, allocating work, setting clear expectations and maintaining high standards of performance and customer service.
- To ensure operational procedures, health and safety checks, cleaning schedules and quality standards are completed and accurately recorded.
- To respond confidently to customer enquiries, complaints, accidents, emergencies, safeguarding concerns and operational incidents.
- To support the hub's commercial objectives by promoting memberships, programmes and services and completing accurate cash reconciliation and financial controls.
- To monitor facility, pool water and plant conditions with competence, reporting defects and coordinating urgent action where required.
- To build effective relationships with customers, community partners, clubs, contractors and colleagues across Life Leisure.

How to apply

For full job specification and description, visit:

lifeleisure.net/careers