

We are hiring!



Duty Manager Marple

Job Purpose:

Responsible for the safe, efficient and customer-focused operation of the hub during their shift. Reporting to the General Manager, they lead Receptionists and Lifeguards, oversee daily operations, maintain safety and service standards, and support commercial and operational goals. The role requires inspiring teams, delivering excellent customer service, upholding WATCH principles, and responding effectively to incidents while helping improve services

Hours

37 hours per week

Location

Life Leisure, Marple

Salary

£28,416 - £30,230 per annum

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.
- To build effective relationships with customers, community partners, clubs, contractors and colleagues across Life Leisure

Benefits

- Free gym membership
- Friends and Family discount
- 50% off swimming lessons
- Tailored wellbeing support
- Cycle to work scheme
- Birthday Leave
- Employee reward scheme

How to apply

Please email HRteam@lifeleisure.net

