

<b>Post Details</b>	<b>Last Updated: 14/08/2024</b>	
<b>Job Title:</b>	Duty Manager	
<b>Job Family &amp; Level</b>	Operational Services	Level 3
<b>Responsible to:</b>	Assistant General Manager(s)	
<b>Responsible for:</b>	Lead Senior Recreation Assistants, Senior Recreation Assistants & Recreation Assistants	

**Problem Solving, Accountability and Dimensions of the role**

The post holder is expected to work with little to no daily supervision but with clear guidance from the Operations Assistant General Managers to deliver a high-quality operation and service within Surrey Sports Park (SSP). They will have the latitude within their daily work routine to organise and prioritise their own work, and the work of the operations team, to ensure that key deadlines and objectives are met. This will include successfully managing any conflicting demands, possessing a basic awareness of the options available and being able to make effective and appropriate decisions. The work will usually follow an established pattern, with the option to refer to well-established processes and procedures as set out by the department for guidance, when required.

The post holder will act as an escalation point for their direct reports, where questions or issues arise, which fall outside of the remit of their role, therefore the post holder must possess a confident communication style in resolving on occasion difficult customer situations. Resolution for these issues will usually be found through referring to their previous experience of similar problems or through referring to departmental policies and procedures. They are expected to use initiative and judgement to address and resolve more complicated problems and issues, referring only the most complex, or those outside of the remit of their role to the Operations Assistant General Managers for guidance/resolution.

The post holder is responsible for maintaining a safe environment SSP and expected to provide a strong guest-orientated service. Therefore, it is vital for the post holder to keep up to date with internal changes, programme activities and events so that guests always receive accurate information. The post holder is expected to answer queries from customers and to solve problems that arise whilst providing a quality and professional service. Errors in judgement or failure to carry out a particular task could place the personal safety of those operating within SSP at risk, equipment being damaged and/or the reputation of SSP being affected.

As part of a team, the post holder is responsible for maintaining a safe environment within SSP by complying with the necessary Health and Safety requirements and ensuring that users are aware of the guidelines in place. The post holder will also be responsible for providing poolside supervision and performing water-based rescues. Errors in judgement or failure to carry out a particular task could result in damaged equipment or risking the personal safety of those using the facilities within the Sports Park.

The post holder is expected to operate the Electronic Point of Sale (EPOS) system to process all payments, including credit/debit cards and cash and will take responsibility for the cash under their control. Duty Manager will also take responsibility for opening and closing the Sports Park's facilities.

The post holder has line management responsibility for a large team of Lead Senior Recreation Assistants, Senior Recreation Assistants and Recreation Assistants and will be involved in all aspects of management, including training, completing staff appraisals and ensuring qualifications are kept updated. The post holder may on occasions be expected to deputise for some aspects of the Operations Assistant General Managers' posts in their absence.

Although the post holder does not hold any budgetary responsibility, they are responsible for assisting the Operations Assistant General Managers and General Manager - Operations in achieving Operational KPI's and budget targets. This post impacts across SSP.

**Background Information/Relationships**

Surrey Sports Park is at the heart of sport and physical activity in Surrey, and our mission is to deliver the best possible sport, health and wellbeing experience to our University of Surrey students and to the wider SSP community. We provide strategic added value to the University by delivering an outstanding student experience through social and competitive sport and providing an excellent environment for wellness and fitness for Surrey staff and students, and our community impact is significant both culturally and physically. The team is passionate and high performing, and the business model requires us to deliver a self-sustaining, well managed and customer service focused business.

The post holder will work closely with all Sports Park staff and both internal and external guests.

This job purpose reflects the core activities of the post. As SSP and the post-holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. SSP expects that the post-holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.

Should significant changes to the job purpose become necessary, the post-holder will be consulted and the changes reflected in a revised job purpose.

Person Specification		
<b>Qualifications and Professional Memberships</b>		<b>Essential/ Desirable</b>
First Aid Certificate		E
GCSE level (numeracy and literacy) or equivalent vocational qualifications		E
National Pool Lifeguard Qualification or equivalent		E
National Pool Plant Operators Certificate		D
RLSS Trainer Assessor Qualification		D
Sports coaching qualification		D
<b>Technical Competencies (Experience and Knowledge)</b> This section contains the level of competency required to carry out the role (please refer to the competency framework for clarification where needed).	<b>Essential/ Desirable</b>	<b>Level 1-3</b>
Ability to deal with customers and their queries and concerns with tact and diplomacy.	E	3
Experience of working as part of a team.	E	3
Ability to deliver high quality service, with minimum supervision	E	3
Experience of wet and dry facility.	E	3
Understanding of health and safety requirements, with particular reference to the leisure industry.	E	3
<b>Special Requirements:</b>	<b>Essential/ Desirable</b>	<b>Level 1-3</b>
To work during unsocial hours, including early mornings, late evenings and at weekends.	E	n/a
Disclosure and Barring Services Clearance	D	n/a
<b>Core Competencies</b> This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). N/A (not applicable) should be placed, where the competency is not a requirement of the grade.		<b>Level 1-3</b>
Communication		2
Adaptability/flexibility		3
Customer/client service and support		2
Planning and organising		2
Teamwork		3
Continuous improvement		2
Problem solving and decision-making skills		2
Leadership/management		2
Creative and analytical thinking		2
Influencing, persuasion and negotiation skills		1
Strategic thinking		1

## Organisational Information

### All staff are expected to:

Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the Surrey Sports Park Equal Opportunities Policy.

Help maintain a safe working environment by:

- Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
- Following local codes of safe working practices and the Surrey Sports Park Health and Safety Policy.
- Excellent environmental performance is a strategic objective for the Surrey Sports Park. All staff are encouraged to work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Undertake such other duties within the scope of the post as may be requested by your manager.



## Key Responsibilities

1. Act as the direct line manager on a daily basis for the operational team, including performance management and developing the skills of the team, provide continuous employee feedback through appraisals.
2. Ensure that the operations team work closely with all departments to ensure the safety and security of guests, staff and the facilities and communicate effectively to a broad range of staff and customers.
3. Act as an escalation point for guest issues and ensure prompt resolution of guest operational complaints.
4. Assist in the organisation of sporting or leisure events and assist guests with use of the facilities and activities and encourage maximum use of the centre.
5. Ensure the security and general cleanliness of the centre.
6. Along with other operational team members, act as the main first aiders for SSP and provide poolside supervision when necessary, provide water-based rescues as required.
7. Ensure correct staff supervision numbers as required to ensure safety of SSP operational activities and provide leadership and guidance to the operational Team.
8. Assist operational managers in maintaining and hitting budget and KPI targets.

**N.B. The above list is not exhaustive.**