**Job Profile comprising Job Description and Person Specification**

**Job Description**

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| **Job Title:** Duty Manager -Sales (TPFC) | **Grade**: Scale 5 |
| **Section:**  Culture/Sports | **Directorate:** ECS – Contracts & Leisure |
| **Responsible to following manager:**Centre Manager (TPFC) | **Responsible for following staff:**Casual Sales Staff |
| **Post Number/s:** RWE4052 | **Last review date:** April 2018 |

**Working for the Richmond & Wandsworth Better Service Partnership**

This role is employed under the Richmond & Wandsworth Better Service Partnership. The overall purpose of Richmond & Wandsworth is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

Richmond & Wandsworth Better Service Partnership aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

**Job Purpose**

To manage the delivery and promotion of sales at Teddington Pools & Fitness Centre.

**Specific Duties and Responsibilities**

* To take responsibility as shift leader for Teddington Pools and Fitness Centre, ensuring the safety of the public and staff and the security of the site.
* To be a keyholder, preparing and securing the facilities after they are closed for public use.
* Carry out day-to-day plant operation, including topping up etc. with chemicals, backwashing and other associated duties, including water tests.
* Assist with covering staff in all departments in the event of absence or for their break allowance.
* To support the Centre Manager in actively pursuing new methods of income generation by increasing sales including Direct Debits.
* Handling membership enquiries including tours, phone calls, email enquiries and taking the appropriate follow up action.
* To assist with outreach work, as directed by the Management Team, to increase the Sport & Fitness Centres’ awareness and create links with local businesses / partnerships.
* To be the lead person on site managing the promotion of all memberships, Richmond Card sales leads and usage (activities and sessions) of the centre.
* To directly supervise Casual Sales Assistant staff to ensure that they are following the correct sales procedures.
* To assist with any sales training for staff.
* To assist with the administration of the Sport & Fitness Service Direct Debit Payment Scheme.
* To assist with the recruitment of Sales staff.
* In the performance of all your duties, and in particular in the support and management of staff, to implement all Council policies and procedures necessary to meet customer care needs and to reflect the Council’s vision and values.

**Generic Duties and Responsibilities**

* To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
* To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
* To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
* To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.

* To understand both Councils’ duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
* The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

**Additional Information**

The Sport & Fitness Service sits within the Contracts & Leisure Department. Its primary objective is to develop opportunities and provision for participation in sport and physical activity for all sections of the community. The team is responsible for the management of 4 dual-use Sports and Fitness Centres, Teddington Pools & Fitness Centre and Pools on the Park in Richmond, as well as a centrally based Sports Development Team.

The postholder will work a flexible shift rota, which will include unsociable hours (some evenings and weekends). The postholder may also be asked to work at any of the Borough’s Sport & Fitness Centres.

The service is firmly committed to creating a safe and enjoyable environment for all young people, children and vulnerable adults. Our safeguarding responsibilities include safe recruitment practices which include the vetting of all individuals who work with these groups. Background checks including checks with the Disclosure and Barring Services (DBS) will be carried out in accordance with DBS guidelines.

**Team structure**



**Person Specification**

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| --- | --- |
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**Our Values**

**THINK BIGGER**

**EMBRACE DIFFERENCE**

**CONNECT BETTER**

**LEAD BY EXAMPLE**

**PUT PEOPLE FIRST**

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](https://www.richmond.gov.uk/media/afdbdeao/five_values.pdf) as they are an integral part of our recruitment and selection process.

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| **Person Specification Requirements** | **Assessed by****A/I/T/C****(see below for explanation)** |
| **Knowledge & Experience** | **Essential** | **Desirable** | **Assessed** |
| Previous experience of working in a health and fitness environment or relevant sales experience. | X |  | A/I |
| Experience and good understanding of sales and the sales process from first point of contact. |  | X | A/I |
| Some experience of pool plant operations. | X |  | A/I |
| Knowledge of promotional tools appropriate for the Sport & Fitness Centres and services offered. |  | X | I |
| **Skills** | **Essential** | **Desirable** | **Assessed** |
| Ability to demonstrate an understanding of why Diversity & Equality is important in employment and sports / leisure service delivery. | X |  | A |
| IT literate in the use of Microsoft Office applications such as MS Word, Excel and Outlook. | X |  | A |
| Ability to demonstrate an understanding of why Customer Care is important in employment and customer service. | X |  | A/I |
| Ability to demonstrate a working knowledge of a sales environment, with a good understanding of the sales process. |  | X | A/I |
| Ability to evaluate statistics, produce reports and to maintain record keeping systems including confidential information. |  | X | A/I |
| Ability to line manage casual sales staff, train and to implement new procedures. |  | X | A/I |
| Ability to be available on a rota basis as a keyholder. | X |  | I |
| **Qualifications** | **Essential** | **Desirable** | **Assessed** |
| A recognised fitness qualification or a sports/recreation/management or a sales qualification | X |  | A/C |
| A National Pool Lifeguard qualification | X |  | A/C |
| First Aid qualification |  | X | A/C |
| A National Pool Plant Operators qualification | X |  | A/C |

**Assessed by**

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**