

Job Profile

Job Description

Job Title: Duty Manager - Front of House/Reception (Pools on the Park)	Grade: OL - Scale 5
Section: Culture / Sports	Directorate: Environment and Community Services
Responsible to following manager: Deputy Manager (Pools on the Park)	Responsible for following staff: Receptionists Casual Receptionists
Post Number/s:	Last Review Date: October 2016

Working for the Richmond/ Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement 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.

The Shared Staffing Arrangement 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

The Duty Manager (Front of House) is a vital role, working closely with the Centre/Deputy Manager to improve the facilities and services available. The post will be crucial on a day to day basis in ensuring a top quality customer focus, ensuring staff are supported and directed effectively and maintaining excellence in customer service.

Specific Duties and Responsibilities

1. To take responsibility as shift leader for Pools on the Park, ensuring the safety of the public and staff and the security of the site.
2. To be a keyholder, preparing and securing the facilities after they are closed for public use.

3. Carry out day-to-day plant operation, including topping up etc. with chemicals, backwashing and other associated duties, including water tests.
4. Dealing with customer feedback (including verbal and written feedback) following the Council's set guidelines.
5. To be responsible for managing and developing staff, especially undertaking mini appraisals for part-time staff and instructors, or a group of staff, e.g. reception.
6. Assist with covering staff in all departments in the event of absence or for their break allowance.
7. Ensure reception are collecting money via a computerised till and reconcile income as necessary. Monitoring banking procedures and adapting as and when required.
8. Carry out stock control, equipment inventory and administration duties, such as maintaining checklists, completing monitoring forms etc.
9. Carry out reception training as and when needed.
10. To assist with sales, marketing and processing of Direct Debit memberships and Richmond Cards.
11. To ensure equipment and furnishings are fully maintained and available for use, and to carry out cleaning as appropriate.
12. The postholder has responsibility for the line management of the reception team (including Casuals) at the Centre. This will involve carrying out 1 to 1 meetings and appraisals. The role will also include designing weekly / monthly rotas.
13. To assist with the recruitment of staff.
14. 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 the Boroughs of Wandsworth and Richmond.
- 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 the SSA's policies, 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 role within the council.
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

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 Council is continually reviewing its structures and ways of working in order to provide the best services possible for residents, in the most efficient way. As a result the key tasks in any job may be varied and the post holder will be expected to take on such variations consistent with the level of responsibility of the post.

This post is subject to a Disclosure & Barring Service check (DBS).

The postholder will work a flexible shift rota, which will include unsociable hours (some early mornings, evenings and weekends).

The postholder may also be asked to work at any of the Borough's Sport & Fitness Centres.

Current team structure – see page 6

Person Specification

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Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

- Being open - This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.
- Being supportive - This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.
- Being positive - Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a 'can do' attitude and are continuously looking for ways to help each other improve.

Post Specific Values & Behaviours

- I am a role model for the Council's behaviours and lead by example.
- I encourage my team to bring in good practice from elsewhere in the Council or outside.
- My service is based on my understanding of customers' needs and views.
- I challenge others and deal with challenges in an honest and constructive way.
- I treat customers the way they would want to be treated.
- I do what I say I will do, when I've promised to do it, or let people know why not.

Person Specification Requirements		Assessed by A & I/ T/ C (see below for explanation)
Knowledge & Experience		
Experience of working in a leisure / sporting environment.		A/I
Experience of operating a computerised booking system.		A
Some experience of pool plant operations.		A
Experience of managing staff and carrying out 121's / appraisals.		A/I
Knowledge of the importance of Health and Safety issues with reference to sports/leisure activities.		A/I
Skills		
Ability to demonstrate an understanding of why Diversity & Equality is important in employment and sports / leisure service delivery.		A
IT literate in the use of Microsoft Office applications such as MS Word, Excel and Outlook.		A/I
Ability to demonstrate an understanding of why customer care is important in employment and customer service.		A/I
Ability to maintain record keeping and administrative systems.		A/I/T
Ability to lead on HR matters such as recruitment and absence management.		I
Ability to communicate effectively both verbally and in writing with a wide range of people (clubs, staff and customers), for the purposes of providing reports/advice/guidance, as well as information and assistance on services offered and the operation of equipment.		A/I/T
Ability to be available on a rota basis as a keyholder for the purposes of emergency call out by the Police.		I
Qualifications		
A sports/recreation or management qualification.		A
A National Pool Lifeguard qualification.		A
First Aid qualification.		A
A National Pool Plant Operators qualification.		A

A – Application form

I – Interview

T – Test

C – Certificate