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

**Job Profile**

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| **Job Title:**Duty Manager – Sales (POTP) | **Grade**: Scale 5 |
| **Section:** Culture/Sports | **Directorate:** ECS - Contracts & Leisure |
| **Responsible to:**Centre Manager (POTP) | **Responsible for:**Sales AssistantsCasual Sales Assistants |
| **Post Number/s:** | **Date:** April 2018 |

**Working for the Richmond/ Wandsworth Shared Staffing Arrangement**

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Borough 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 your development and ensure the opportunities for progression that only a large organisation can provide.

**Job Purpose:**

To manage the delivery and promotion of sales at Pools on the Park.

**Specific Duties and Responsibilities:**

* 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.
* 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.
* Handling membership enquiries including tours, phone calls, email enquiries and taking the appropriate follow up action.
* 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 assist with sales, marketing and processing of Direct Debit memberships and Richmond Cards.
* To directly supervise Sales Assistant staff to ensure that they are following the correct sales procedures.
* The postholder has some responsibility for the line management the Sales Assistants (including casuals). This will involve carrying out 1 to 1 meetings and appraisals.
* To assist with any recruitment and sales training for sales assistant staff.
* To assist with the administration of the Sport & Fitness Service Direct Debit Payment Scheme.
* Collect money for the use / hire of facilities, equipment etc, via a computerised till and reconcile income. Follow banking procedures and record breakdown of income on appropriate forms and securing money in the safe.
* Carry out stock control, equipment inventory and administration duties, such as maintaining checklists, completing monitoring forms etc.
* To ensure equipment and furnishings are fully maintained and available for use, and to carry out cleaning as appropriate.
* 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 Boroughs of Wandsworth and Richmond services.
* To comply with relevant Codes of Practice, including the Code of Conduct, and policies concerning data protection and health and safety.
* To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and work 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 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 understand both Councils’ duties and responsibilities for safeguarding children, young people and adults as they apply to your 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 it 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.

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.

 **Current team structure**

**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.

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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 |

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**