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

**Job Description**

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| **Job Title:** Duty Manager  (Sports & Fitness Centres) | **Grade**: Scale 3 |
| **Section:** Culture/Sports | **Directorate:** ECS – Contracts & Leisure |
| **Responsible to following manager:**  Centre Manager | **Responsible for following staff:** |
| **Post Number/s:** | **Last review date:** April 2016 |

**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**

The Council runs 4 dual use Sport & Fitness Centres at Hampton, Whitton, Teddington and East Sheen that operate within the grounds of School sites. Facilities are shared between the School and the Sport & Fitness Centres.

The postholder is responsible for assisting with the provision and operation of safe, efficient and effective facilities and customer services. The postholder will provide high quality customer care to all users and to assist with increasing sport and fitness participation.

**Specific Duties and Responsibilities**

* To be a key holder ensuring all health and safety duties are carried out in accordance with the procedures in place at the Centre and take responsibility for the schools’ sports and fitness facilities booked for public use under the management control of the Contracts & Leisure Department in the absence of the Centre/Assistant Manager.
* To carry out the responsibilities of the post having regard to the Council’s policies and procedures as well as additional guidelines as laid out in the Centre’s Staff Information File.
* To undertake all duties and inter-actions with employees, partner providers and customers fairly, without unlawful discrimination and with due regards to the Council’s Diversity and Equality in Employment and Service Delivery policies.
* To provide fast, courteous and efficient responses to all customers and telephone enquiries.
* To assist in the development of a full range of activities at the centre, including conducting gym inductions or coaching sessions (if appropriately qualified) and supervising coaches / instructors as shift leader.
* To operate a computerised booking system, collecting money for bookings and completing daily financial procedures as required.
* To undertake cleaning of the sports and fitness facilities, changing rooms and ancillary areas following set cleaning procedures.
* To assist with general administration duties such as stock control, equipment inventory, maintaining checklists, checking course booking forms etc.
* To prepare facilities for use.

**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 need flexibility to work unsociable hours.

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**

A diagram of a company

Description automatically generated

**Person Specification**

|  |  |
| --- | --- |
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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** |
| Experience of working in a leisure/sports environment. | X |  | A/I |
| Knowledge of the operational management of leisure/sports centre. | X |  | A/I |
| Knowledge of the importance of Health & Safety and Safeguarding (children and vulnerable adults) within a sports/leisure facility. | X |  | A/I |
| **Skills** | **Essential** | **Desirable** | **Assessed** |
| IT literate in the use of Microsoft Office applications such as Word, Excel and Outlook. | X |  | A/I |
| Ability to demonstrate an understanding of why Diversity, Equality and Inclusion are important in employment and service delivery. | X |  | I |

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| Ability to communicate clearly both verbally and in writing with a wide range of people, staff and customers, for the purposes of providing information, advice and assistance on services offered and the operation of equipment. | X |  | A/I/T |
| Ability to demonstrate an understanding of why Customer Care is important in employment and customer service. | X |  | A/I |
| Ability to undertake coaching, fitness testing programmes and children’s parties, assisting with the development of a balanced programme of sports, fitness and other activities which optimises cost effective use of the centre, whilst meeting the needs of the customer. | X |  | A/I |
| Ability to use a computerised till system to administer cash systems and to balance monies received with receipts issued, and evaluate statistics produce reports and maintain record keeping systems. | X |  | A/I |
| Ability to undertake cleaning duties when required. | X |  | A/I |
| Ability to work at any of the Borough’s Sport & Fitness Centres. |  | X | I |
| Flexibility to work a shift rota which will include evenings and weekends. | X |  | A/I |
| **Qualifications** | **Essential** | **Desirable** | **Assessed** |
| A recognised sports/recreation/fitness or management qualification. | X |  | A |

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**