



number one for
service and value

Job Profile

Provisional Job Title: Duty Manager – Sales (TPFC)	Grade: Scale 5
Section: Culture/Sports	Directorate: Contracts & Leisure
Responsible to: Centre Manager (TPFC)	Responsible for: Casual Sales Staff
Post Number/s: RWE4052	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 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 Borough's 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 understand the both Council's 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



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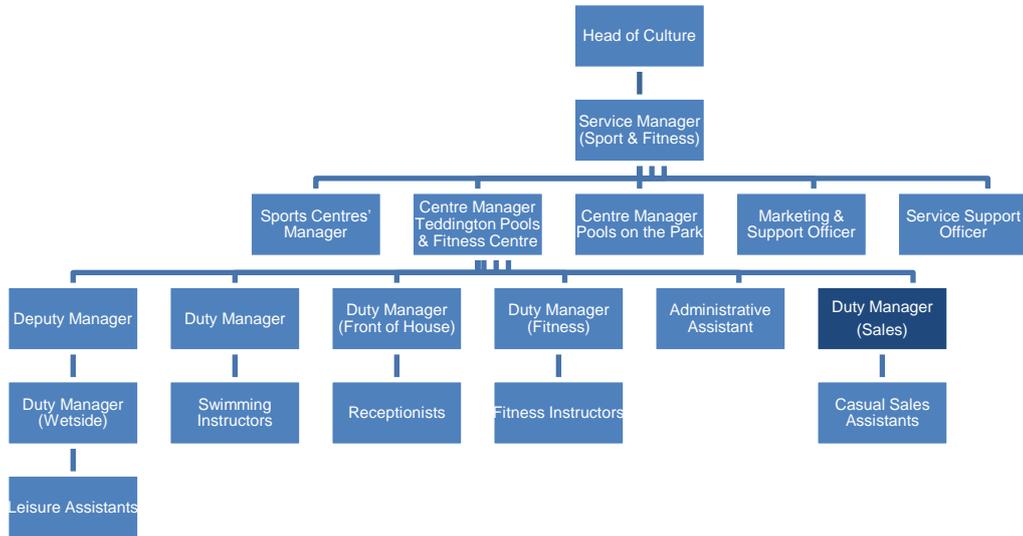


dual-use Sports and Fitness Centres, Teddington Pools & Fitness Centre and Pools on the Park in Richmond, as well as a centrally based Sports Development Team.

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

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.

Requirements	Assessed by A & I/ T/ C
Knowledge & Experience	
One year's experience of working in a health and fitness environment or relevant sales experience.	A/I
Experience and good understanding of sales and the sales process from first point of contact.	A/I
Some experience of pool plant operations.	A/I
Knowledge of promotional tools appropriate for the Sport & Fitness Centres and services offered.	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
Ability to demonstrate an understanding of why Customer Care is important in employment and customer service.	A/I
Ability to demonstrate a working knowledge of a sales environment, with a good understanding of the sales process.	A/I
Ability to evaluate statistics, produce reports and to maintain record keeping systems including confidential information.	A/I
Ability to line manage casual sales staff, train and to implement new procedures.	A/I
Ability to be available on a rota basis as a keyholder	I
Qualifications	
A recognised fitness qualification or a sports/recreation/management or a sales qualification.	A
A National Pool Lifeguard qualification (Desirable)	A
First Aid qualification (Desirable)	A
A National Pool Plant Operators qualification (Desirable)	A