



Job Profile

Provisional Job Title: Duty Manager – Phone Hub (Shene Sports & Fitness Centre)	Grade: Scale 5
Section: Culture/Sports	Directorate: Contracts & Leisure
Responsible to: Centre Manager/Assistant Manager	Responsible for: Receptionists Casual Receptionists
Post Number/s:	Date: June 2019

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:

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 contribute to the key safety documents, Normal Operating Procedures and Emergency Action Plan.

- 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.
- The post holder will have managerial responsibility for the departmental phone hub (up to 5 members of staff mixed between FTE and casual). This will include carrying out one 2 one meetings and appraisals following SSA standards. The role will also include identifying training needs and designing weekly/monthly rotas.
- To assist with the recruitment of staff.
- In the performance of all your duties, and in particular in the support and management of staff, to implement all SSA policies and procedures necessary to meet customer care needs and to reflect the SSA's vision and values.
- To provide support to the Centre Manager and Sports Centre Manager with regards to Systems such as Bookeo, and Gamma providing reports and data analysis as required.
- To undertake additional general administrative duties as part of the natural development of the role and within the compass of professional ability and grade.

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

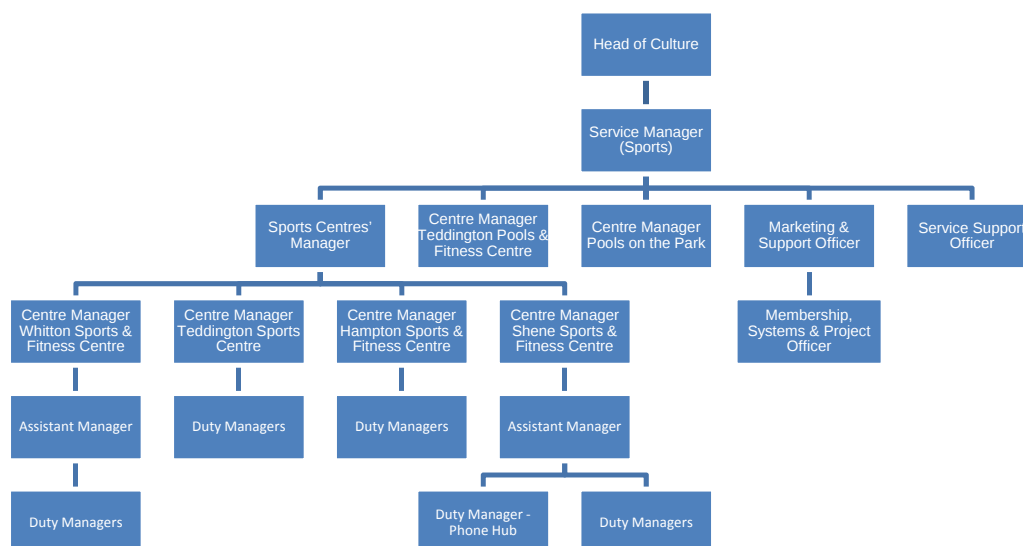
The Sport & Fitness Service sits within the Contracts & Leisure Department. Its primary objective is to develop opportunities and provision for participation in sport and physical activity for all sections of the community. The team is responsible for the management of 4 dual-use Sports and Fitness Centres, 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 postholder will be expected to take on such variations consistent with the level of responsibility of the post.

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.

Current team structure





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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 make decisions rather than referring them up the line.
- I think about my work and get it right first time.
- I treat customers the way they would want to be treated, being fair and with respect and I value differences.
- I do what I say I will do, when I've promised to do it, or let people know why not.
- I organise my own work around my customers, not vice versa.
- If I spot something going wrong I do something about it, even if it isn't my job.
- I look for examples of good practice in the Council and outside to improve the way I do my job.

Requirements	Assessed by A & I/ T/ C
Knowledge & Experience	
Experience of working in a leisure/sports environment.	A/I
Knowledge of the operational management of leisure/sports centre.	A
Knowledge of the importance of Health & Safety and Safeguarding (children and vulnerable adults) within a sports/leisure facility.	A/I
Skills	
IT literate in the use of Microsoft Office applications such as Word, Excel and Outlook.	A/I
Ability to demonstrate an understanding of why Diversity & Equality is important in employment and service delivery.	A/I
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.	A/I/T
Ability to demonstrate an understanding of why Customer Care is important in employment and customer service.	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	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.	A/I
Ability to undertake cleaning duties when required.	A
Ability to work at any of the Borough's Sport & Fitness Centres.	
Flexibility to work a shift rota which will include evenings and weekends.	A/I
Qualifications	
First Aid at Work qualification.	A
A recognised sports/recreation/fitness or management qualification	A