



number one for
service and value

Job Profile

Provisional Job Title: Duty Manager (Sport & Fitness Centres)	Grade: Scale 3
Section: Culture/Sports	Directorate: Contracts & Leisure
Responsible to: Centre Manager/Assistant Manager	Responsible for:
Post Number/s:	Date: April 2016

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 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.



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- 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 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.

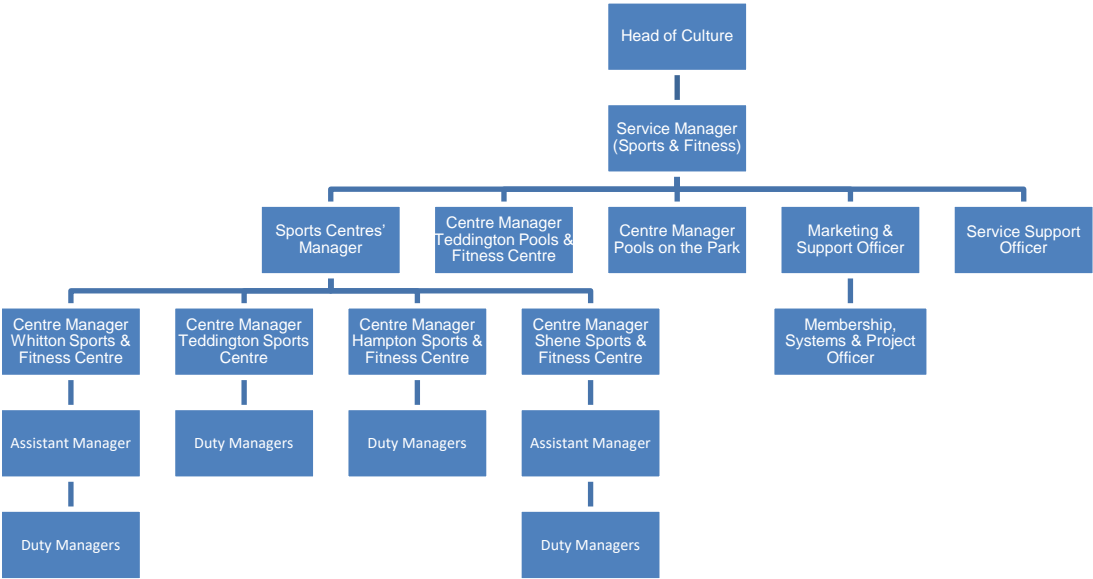
The Council is continually reviewing its structures and ways of working in order to provide the best services possible for residents, in the most efficient way. As a result the key tasks in any



job may be varied and the postholder will be expected to take on such variations consistent with the level of responsibility of the post.

This post is subject to a Disclosure & Barring Service check (DBS).The postholder will need flexibility to work unsociable hours.

Current team structure





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Our Values and Behaviours¹

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:

- Taking responsibility and being accountable for achieving the best possible outcomes – a 'can do' attitude to work.
- Continuously seeking better value for money and improved outcomes at lower cost.
- Focussing on residents and service users, and ensuring they receive the highest standards of service provision.
- Taking a team approach that values collaboration and partnership working.

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

¹ These values and behaviours will be developed further as the SSA becomes established.



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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.	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	
A recognised sports/recreation/fitness or management qualification	A