**Duty Manager**

**Reporting to**

**Reporting to the Assistant Manager**

**YOUR PERSONAL PROFILE**

**YOUR ROLE…**

You are responsible for delivering inspirational management to your team in the delivery of the programs and activities at your Centre, ensuring that excellent standards and service are achieved.

You will spend your time supporting and nurturing your team to bring out their potential and ensure that they are working to meet the requirements of their roles.

Working alongside your fellow management team you will use your experience and knowledge to ensure that Trafford Leisure, and your Centre is continuously improving.

Working with the General Manager you will embrace Trafford Leisure’s vision, purpose and strategic outcomes to ensure that we can achieve on these.

**Our Vision**

Inspire and create opportunities for the people of Trafford to move more and live longer, healthier, happier lives

**Our Purpose**

Move More Everyday

**Our Strategic Outcomes**

Improving Health outcomes for all

Excellent facilities, activities and programs

Net zero by 2038

**YOUR SPECIFIC TASKS AND RESPONSIBILTIES INCLUDE BUT WILL NOT BE LIMITED TO**

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| 1. You will be responsible for running the day to day operation of the centre, working closely with the management teams to support and develop all areas of the centre activities. |
| 1. Alongside your management team you will be responsible for continuously working and driving forward the standards of Trafford Leisure within your centre and to offer our customers excellent customer service. |
| 1. Supporting your General Manager in the management of key performance information and using that data to make improvements. |
| 1. Carrying out all administration tasks including updating customer records on Plus2, 360 and GoLearn, customer payments are made, carrying out cancellations, ensuring HR and payroll are up to date and correct. |
| 1. To lead and develop the team of Senior/Leisure Attendants who are passionate about delivering high standards. |
| 1. Coaching and training your team to ensure they are skilled and knowledgeable in all areas of their responsibilities. |
| 1. Lead and/or support on any projects as directed by your General Manager or Senior Leadership team. |
| 1. Provide your General/Assistant Manager with feedback and make recommendations where appropriate on new initiatives and ideas which will improve the operational running of the centre to generate growth for the business. |
| 1. To deputise for the Assistant Manager when requested. |
| 1. To live and promote Trafford Leisure’s vision, purpose and strategic aims. |
| 1. Undertaking people management activities, including Disciplinary, Absence Management, Capability management, Recruitment, Induction and Grievances. |
| 1. Any other activities as required for your role. |

**YOUR EDUCATION, EXPERIENCE, KNOWLEDGE, SKILLS, AND BEHAVIOURS**

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| **EDUCATION AND QUALIFICATIONS** |
| 1. Recognise qualification in Leisure Management, Sports Development, or related subject. |
| 1. Evidence of ongoing personal development and a personal commitment to undertaking appropriate training to further develop skills and competencies where required. |
| **EXPERIENCE** |
| 1. Key Holder and operational management experience in a Leisure/sporting environment or in a similar industry. |
| 1. Experience of managing an operational team. |
| 1. Experience of planning, developing and the delivery of programmes/activities to maximise revenue streams and to provide excellent customer experience. |
| **SKILLS AND ABILITIES** |
| 1. The ability to coordinate manage and motivate staff and organise staff rotas. |
| 1. Working knowledge of health and safety policies and procedures. |
| 1. Experience of training and developing staff. |
| 1. Remain calm and resilient when faced with challenging situations. |
| 1. Proven ability to communicate effectively, building positive relationships with customers, colleagues, partners and stakeholders. |
| 1. Ability to communicate in both written and verbal forms in a clear concise manner |
| 1. A passion for excellent customer service. |
| 1. Confident in using ICT Systems i.e. Microsoft Office, Social Media (Gladstone, Plus 2 etc). |
| **KEY BEHAVIOURS** |
| 1. Self-motivation and personal drive to manage competing priorities and meet deadlines |
| 1. Flexible, creative, and innovative to meet the needs of the business. |
| 1. A professional and customer focussed approach who inspires improvement and development in people, performance, and processes. |
| 1. Personal commitment to ensure activities and services are equally accessible and appropriate to the diverse needs of the customer. |
| **OTHER** |
| 1. If required, a willingness to consent to and apply for an enhanced disclosure check. |
| 1. Ensure the safety and well-being of all individuals by adhering to safeguarding policies, and promptly alert the Safeguard Lead of any concerns, incidents, or potential risks |

**25.07.24**