



AMPLEFORTH COLLEGE
ST ALBAN'S SPORTS CENTRE
DUTY MANAGER
Job Description

To work in a leadership capacity to provide an efficient and effective service to users of the St Alban's Sports Centre.

Carrying out duties in the most cost-effective and efficient way, you will follow all legislation, as well as our own policies and procedures, relating to working with children, safeguarding, and Health and Safety.

To ensure the highest levels of customer service throughout the Centre.

Main Duties

- Responsibility for all centre operations, including the gym and pool, as a member of the duty management team.
- Ensure adherence to operating procedures and compliance with St Alban's Centre and Ampleforth College policies and procedures, including but not limited to Health and Safety, Safeguarding legislation, emergency operating procedures, COSHH regulations and risk assessments.
- Maintain the cleanliness and safety of the facilities, ensuring that all building systems (air conditioning and pool plant) are carefully controlled and monitored with due regard to prudent safety and comfort factors.
- Promote a positive health and safety culture. Report equipment failures and breakdowns.
- Ensure compliance with relevant regulations and standards.
- Carrying out duties in a specific area of responsibility, as agreed with the Sports Centre Manager, ensuring that Health and Safety is paramount to operations.
- Conduct risk assessments and implement safety measures.
- Manage bookings, memberships, and other administrative tasks.
- Handle cash transactions and reconcile financial records.
- Open and/or close the building, as required.
- Lifeguarding duties.
- Maintain and acquire all qualifications that are relevant to the role.
- Line manager Leisure Assistants. Supervise and motivate staff, ensuring efficient and effective operation of the centre.
- Assist with management of staff rotas, timetables, attendance, and performance.
- Conduct staff training and development. Assist with recruitment and development of staff.
- Communicate effectively with staff, customers, and other stakeholders.

- Provide excellent customer service, addressing enquiries and resolving issues promptly. Maintain professional communication standards via telephone and email.
- Ensure a positive and welcoming environment for all visitors.
- Promote the use of the sports centre within the local community.
- Assist with special events and activities.
- Complete any other reasonable duties and training as requested by the Sports Centre Manager.