



## **Job Description: Duty Manager**

Salary Band: Grade 8

### **1. The Company**

Edinburgh Leisure is Edinburgh's biggest provider of Leisure Services, welcoming over 4 million customer visitors a year to our 30 venues across the City. We have a total income of around £25m and as a Not for Profit company, we proudly spend every penny of that on providing and developing our great range of services to make Edinburgh a healthier place.

### **2. Our Culture**

We want enthusiastic and energetic people who will create a great experience for our customers and share the following values:

Edinburgh Leisure makes a positive difference by:

**welcoming** all,  
each one of us **caring** about what we do,  
being **passionate** about how we do it,  
and feeling **proud** of what we achieve

### **3. The Job**

As Duty Manager you are responsible for the service delivery, staff teams, customers and building. You are the Manager on Duty. This role will involve working shifts. You are an integral part of the management team, responsible for the planning and delivery of the longer term success of your venue.

The best way to run our venues is to walk them. So as Duty Manager we expect you to be talking to your customers, leading your team and ultimately making sure that we deliver an excellent customer experience.

### **4. The Team**

"Your Team" - will vary depending on the venue. In larger venues you will be part of a Duty Manager team and will have the opportunity to specialise. You will report to the Manager of the venue.

### **5. Your Ability – Key Skills and Qualifications**

For this role you must be able to demonstrate the following key skills:

- Numeracy – able to analyse and interpret numerical data
- Literacy – able to read, interpret, understand, analyse and produce written documents
- Computing - able to use MS Office (Word, Excel and Outlook) or similar
- Communication - able to retain and communicate a large amount of information and have an ability to alter your approach to suit the situation
- Ability to multitask while under pressure and balance conflicting demands
- Ability to learn how to use technical systems (e.g. Building Management Systems, Point of Sale system, PA systems, 2-way radios, photocopier, phones/switchboards, music system, PDQ systems)

You will be expected to gain the following qualifications while in the role (subject to discussion with your Manager):

- Institute of Occupational Safety and Health (IOSH) or equivalent
- First Aid at Work
- National Pool Plant Operator (NPPO) – (wet sites only)
- National Pool Lifeguard Qualification (NPLQ) – (wet sites only)

## **6. What the job involves**

Full training and induction will be given, and there will be regular ongoing training to support you in the role. Once trained, we will expect you to deliver the following:

### Delivery of Customer Service

- Ensure that you and your team deliver a great standard of customer service at all times by leading and setting an example to your team
- Ensure that your venue delivers the service expected and required – this may include covering different roles and ensuring the building is opened and closed when expected
- Ensure that your venue is well presented and cleaned to a high standard
- Be proactive to meet customer expectations and prevent customer concerns
- Respond to and resolve customer enquiries, complaints and comments – in person where possible – and ensure that any outcomes are shared with colleagues
- Consult with customers – get to know your customers and what they expect
- Deliver a great service to staff and internal customers and continuously seek to improve the service provided
- Maintain and oversee the delivery of Edinburgh Leisure cleaning standards
- Co-ordinate the presentation of customer information, adhering to marketing guidelines
- Programmes – monitor, evaluate and develop to ensure the delivery of our objectives, e.g. encouraging mass participation (\*can be adapted to suit role)
- Contribute to the development and delivery of an annual Service Improvement Plan

### Leading and Managing

- Lead and manage your allocated staff team in accordance with Human Resources (HR) policies and with support from HR and Learning & Development (L&D) services
- Lead regular team meetings to ensure good communication and to involve your team in the development of the facility
- Take an active role in recruitment and selection
- Welcome new staff, ensure they are fully inducted, complete their probationary meetings and complete a development plan for them
- Manage annual leave requests fairly and ensure correct cover is in place for the safe and effective operation of the services
- Manage sickness absence in accordance with policy
- Maintain staff records and complete relevant paperwork to ensure that staff are paid correctly and on time
- Provide feedback and manage the performance of your team and the delivery of customer service standards
- Use reward and recognition to encourage the delivery of great customer service and maintain high levels of motivation
- Resolve staff underperformance, non-performance and misconduct issues promptly and in accordance with policies
- Conduct annual appraisal reviews, complete review meetings and support the creation and delivery of personal development plans for each member of your team
- Maintain relevant qualifications and essential training for you and your team; keep training records up to date, monitor ongoing training logs and take any necessary action to ensure competence and compliance
- Contribute to the development of an annual venue training plan and deliver training as required within this plan

### Health & Safety

- Understand and fulfil your role (following training) in:
  - Edinburgh Leisure's Health and Safety policy
  - Edinburgh Leisure's Child Protection policy
  - Your venue's Emergency Action Plan (EAP)
  - Your venue's Normal Operating Plan (NOP)
- As the responsible person on site you are in charge of the building and the safety of everyone on the premises and will:
  - Lead in emergency situations and liaise with emergency services
  - Ensure that building and safety checks are carried out
  - Monitor that everyone is following their safe systems of work, such as using supplied Personal Protective Equipment (PPE)
  - Ensure that the pool water is safe for swimming; oversee necessary water checks and pool plant operation
  - Ensure that staff and customer accidents/incidents are recorded and reported correctly according to procedure, take any remedial action required and share the outcome

- Carry out any necessary investigations promptly and in accordance with policy and procedure

#### Management Information

- Compile reports relevant to your roles and responsibilities within your team, for example end of shift reports, performance reports and coaching reports
- Oversee all financial, cash handling, audit and stock control policies and procedures, completing necessary checks and paperwork
- Investigate and resolve any anomalies; record and share any outcomes
- Liaise with support services – Finance, Facilities Management, HR, L&D, Marketing, H&S, Health and Fitness, Sports and Physical Activity Development, Sales and IT
- Liaise with external suppliers and contractors to procure goods and materials
- Oversee the use of any on-site computerised systems to capture, analyse and report on data

#### Manage Relationships

- Manage relationships with your customers, including extended lets, clubs, community groups and community partnerships to ensure that they are delivering to agreed standards (e.g. child protection) and meeting the customers' needs
- Manage the delivery of service provided by external suppliers, e.g. service providers, caterers, building contractors and vending suppliers
- Work in partnership with other venues in the wider Edinburgh Leisure team

Specialist (for discussion and development plan activity with your Manager to enhance your role)

- Customer Retention Tool
- Programming
- H&S Co-ordinator
- Point of Sale specialist
- Events co-ordinator
- NPLQ Trainer Assessor
- L&D Facilitator
- Environmental projects
- H&F specialist
- Corporate Working Groups
- Staff Representative
- Welcome Host/Shadow Partner

## **7. Behaviour**

The booklet 'Working with Us' outlines the behaviours that we are all expected to demonstrate. The key behaviours that you need to do well in this role are:

#### Communication:

- Facilitates meetings effectively
- Encourages open communication between staff

- Gives clear instructions and makes sure instructions are understood
- Conveys sensitive or unwelcome information tactfully and persuasively
- Offers solutions persuasively and convincingly

#### Teamwork:

- Motivates their team
- Is visible and approachable to all
- Resolves conflict quickly and effectively
- Gets to know people as individuals and respects their contribution

#### Problem Solving and Decision Making:

- Consults and listens to customers and colleagues
- Balances conflicting demands and responds to changes in priorities
- Deals directly with problems without relying on others to make decisions for them
- Gathers and analyses all relevant information when problem solving

#### Creativity & Innovation

- Generates excitement, enthusiasm and commitment towards the vision
- Seeks and considers the views of others when planning change
- Encourages staff to work together to continuously improve customer service
- Encourages and supports innovation and responds positively to new ideas

#### Development

- Adapts leadership style to different people and situations
- Takes responsibility for ensuring that everyone in the team knows their role and the role of others
- Makes time available to support others

### **8. Demands:**

#### Physical Demands:

A reasonable level of personal fitness is required to carry out this role. This role involves walking, standing and some lifting and carrying. You will be expected to be in and around the venue interacting with people, to work as part of the venue team and assist in tasks such as set-up and cleaning.

#### Mental Demands:

This role requires alertness and professionalism as you will be expected to respond to all people and situations appropriately. You will need to be able to respond quickly and effectively throughout your shift, to deal with unplanned situations.

#### Emotional Demands:

This role involves leading a team of staff and working with customers. The vast majority of our staff and customers are happy to be there and a delight to be involved with. There are some people who will be more challenging and you need to be able to deal with more challenging behaviour in a calm and professional manner.

You will be involved in and have to deal with emergency and potentially traumatic situations.

**Environmental Demands:**

This role will require you to work with a number of different roles to help deliver a great experience for our customers. The environment can be busy, and there will often be conflicting demands for your time and attention. You will be a key holder and expected to operate as part of the on call team and you will be called out to respond to alarm calls. You won't get time to be bored!

## **9. PVG**

**This post has been assessed to require a PVG Scheme Record or Scheme Record Update for the post holder, under the following justification:**

The duties of this post involve regulated work with children as defined in the Protection of Vulnerable Groups (Scotland) Act 2007 Schedule 2, Part 1 and Part 2 (4).

***Teaching, instructing, training or supervising children***

Teaching, instructing, training or supervising children (except teaching, instructing, or training children which is merely incidental to teaching, instructing, or training individuals who are not children).

Work	Work With	What Do / Service	Normal Duties	Exception 1	Exception 2
Yes	Children	Activities	Yes	Supervise, Teach, Instruct	Not incidental