### Duty Manager

**Job description**

**Ref:** N2443

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<tr>
<th>Job Title: Sports Centre Duty Manager</th>
<th>Present Grade: 6 S</th>
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<td><strong>Department:</strong> Sports Centre – Facilities Division</td>
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<td><strong>Directly Responsible to:</strong> Sports Centre Manager</td>
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<td><strong>Supervisory responsibility for:</strong> Recreation Staff, Cleaners, Receptionists</td>
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**Other contacts:**

- **Internal**

- **External**
  - BUeS, suppliers, contractors, local schools, emergency services, Lancaster City Council, local clubs and organisations.

**Major Duties:**

On a shift basis to supervise the team of staff on duty to ensure the highest standards of customer service are achieved and that the centre is run efficiently and effectively.

Take responsibility on an individual basis for specific areas of operation as required by the Sports Centre Manager. Specifically, staff training, maintenance of equipment and facilities and health and safety.

Assist the Centre Manager with the recruitment and development of staff, undertaking Personal Development Reviews on an annual basis.

To account for financial transactions and monies taken during a shift and to carry out investigations as appropriate. This to include the preparation of all monies for banking.

To ensure down time of equipment and facilities is kept to a minimum through the timely reporting of failures and breakdowns and the ongoing monitoring of these failures.

To monitor staff attendance at work and to prepare time sheets for staff for authorisation by the Centre Manager.

Liaise with the LUSU Sports Association/Sports Development team to ensure all aspects of student sport are delivered to the highest level possible.

To ensure the cleanliness of the centre is maintained at the highest standard through the monitoring of cleaning staff, recreation staff and procedures.

To ensure excellent communication within the team by conducting regular meetings with all staff groups and recording such meetings with written notes and circulated promptly.

To deal with customer complaints and grievances according to sports centre policy.
Ensure that areas are set up appropriately and in good time for all customer groups. This to include indoor and outdoor activity.

To be responsible for the opening, closing and security of the building. This to include the application of emergency procedures as required.

Ensure staff knowledge is kept up to date with regular training. This to include the Normal Operating and Emergency Action Plans.

To comply with all legislation related to the management of the sports facilities, employment law and health and safety.

Ensure that all operational staff deliver consistent exceptional customer service at all times through reinforcement whilst on shift and through training.

To carry out other such duties in order to maintain service levels as are required by the Head of Sport which are reasonably incidental to the main purpose of the job.