Leisure Duty Manager
Job Description & Person Specification

April 2021

Woodrow High House
LONDON YOUTH

About Woodrow High House

Located in the Chilterns, Woodrow High House is a 26-acre site made up of a Grade II listed manor house dating back to the mid-1600s, boasting a 120-bed Outdoor Learning Centre and Leisure Centre complete with swimming pool, sports hall, 3G Astroturf pitch and off-road cycle circuit. London Youth has owned and operated Woodrow since 1945, delivering memorable experiences for over 8,000 children and young people each year. The leisure facilities are used by house guests and the local community. The pool is used by private hire local community groups, house guests, and hundreds of children who attend our swim school each week.

About London Youth

We are London Youth. A charity on a mission to improve the lives of young people in London. Our vision is that all young Londoners grow up healthy, able to express themselves, navigate a fulfilling career and make a positive contribution in their communities. Our mission is to support and challenge young people to become the best they can be developing their confidence, resilience and relationship skills. We do this with, and through, our network of community youth organisations, delivering sports, arts, employability, youth action programmes, and at our two Outdoor Learning Centres.

The Woodrow Team

The Duty Manager will work alongside another Duty Manager, both of whom report into the Leisure Operations & Duty Manager. This role supervises a team of Leisure Assistants/ Lifeguards; and also works closely with a number of teams across Woodrow to deliver a first-class customer experience for our guests, including Swimming Teachers, Residential Operations, Facilities, Housekeeping, Finance, Sales & Marketing, and Catering teams.

The Duty Manager Role

The Duty Manager is responsible for supporting the smooth running of the leisure operations and delivering a high quality and safe experience for all who visit the Leisure Centre. We expect you to come with experience of having worked in a customer facing and operational capacity in the leisure industry, where you will be able to hit the ground running to provide this essential cover. You will be working closely with the office teams across the site, swimming teachers, and lifeguards to maintain ongoing operations; and part of your role will ensure supporting the smooth operation and maintenance of the pool plant.

We are looking for someone enthusiastic, motivated, and customer focused. You must demonstrate a strong commitment towards ensuring excellence in customer service and enhancing the customer experience. This is a customer facing role, and as such you must be ready to communicate with a diverse range of clients, including members of the public, children and young people, youth group leaders and teachers.

More widely, you will be expected to play a proactive part in the implementation of the work and policy of London Youth as a whole, supporting the vision, mission and aims of the charity.

Role Description – Main Duties & Tasks (Shared Between DMs)

Centre Health & Safety

- ✓ Support the Operations & Duty Manager in maintaining the health and safety of the leisure facilities, ensuring safe working best practices and compliance with legislation, including The Health & Safety at Work Act and COSHH Regulations, and London Youth's Health and Safety and Safeguarding policies.
- ✓ Support the management of the pool plant operation, ensuring regular maintenance tasks and KPI checks are undertaken daily, weekly, monthly according to schedule.
- ✓ Supervise completion of KPIs and daily tasks by the leisure team, carrying out daily checks on all facilities ensuring the building is safe, clean and fit for use by customers.
- ✓ Ensure the reporting of accidents, incidents and near misses are done in a timely manner.
- ✓ Ensure reporting of any hazards, damage or maintenance issues to the Facilities team.
- ✓ Support the Facilities Manager with the acquisition of contractor quotes for Leisure Centre building repairs and maintenance as identified.

Leisure Centre Operations

- ✓ Work with management to ensure an efficient and high-performing leisure team, ensuring all operational areas of responsibility are run effectively, maintaining excellent service standards.
- ✓ Provide outstanding customer experiences via a welcoming duty management service, dealing with account enquiries, supporting bookings, and collecting customer feedback.
- ✓ Encourage and motivate the leisure team to complete all tasks to an exceptional quality, improving and increasing service delivery efficiency across the Leisure Centre facilities.
- ✓ Be available to work an early or late shift rota to ensure lifeguard and duty manager cover is available while the Leisure Centre is open, seven days a week including weekends.
- ✓ Support the organisation of lifeguard training, including NPLQ renewals, competency assessments, quarterly lifeguard observations; maintaining training records as required.
- ✓ Supervise the leisure retail shop, including sales, inventory control and daily reconciliation
- ✓ Support the purchasing of consumables and efficient stock control systems, ensuring cost effective use of products and resources, including cleaning equipment and chemicals
- ✓ Cover lifeguard and teaching shifts where there are gaps to ensure ongoing operations
- ✓ Ensure your training and competence is achieved and maintained across the board, taking responsibility for your ongoing professional development.

Resource & Scheduling Management

- ✓ Work with the Operations & Duty Manager to ensure the Leisure Centre rota is proactively staffed each week and shifts are communicated in good time to staff.
- ✓ Support the Operations & Duty Manger with accurate and timely recording of staff attendance and absence data each shift.
- ✓ Support recruitment of leisure staff, including new staff training and induction processes.

Corporate Responsibilities

- ✓ Committed to and actively promote London Youth's policy and procedures to value and respect diversity and inclusion in all aspects of duties and working relationships
- ✓ Manage resources to the highest standards and act as a custodian of best practice

Undertake any other duties as may be reasonably requested by Woodrow High House Management that ensure the ongoing operational success of the centre and delivery of excellent customer experiences.

Person Specification

It is essential that in your supporting statement you evidence proven experience in each of the criteria of the person specification noted below. These responses will be developed and discussed with those candidates invited for interview.

Essential Qualifications

- ✓ Current NPLQ (National Pool Lifeguard Qualification)

Desirable Qualifications

- ✓ Pool Plant Operator Certificate
- ✓ NVQ in Leisure or Operations Management, or similar
- ✓ Swimming Teacher Qualification – Swim England or STA
- ✓ First Aid at Work Certificate
- ✓ RLSS NPLQ Trainer Assessor

Essential Experience, Knowledge & Skills

- ✓ Experience in leisure management as a Duty Manager, Operations Manager, or similar
- ✓ Experience working in a customer facing environment, providing the highest levels of customer service across a range of clientele, managing communications, resolving conflict.
- ✓ Working knowledge of health and safety best practice and legislation in leisure facilities
- ✓ Experience supervising and/ or line managing people, including training and induction
- ✓ Experience carrying out lifeguard observations and competency tests
- ✓ Computer literate and comfortable using Microsoft Office365 applications. Experience of Swim School software, e.g., CoursePro, useful.

Desirable Experience, Knowledge & Skills

- ✓ Experience managing external suppliers to support delivery of essential services
- ✓ Experience teaching children and young people how to swim.
- ✓ Experience operating a pool plant room, and associated KPI management.

Essential Personal Attributes

- ✓ Customer centric mindset with exceptional customer service skills
- ✓ Good organisational skills with meticulous attention to detail
- ✓ Self-motivated with a positive attitude, growth mindset and keen willingness to develop
- ✓ Articulate communicator with a confident telephone manner and excellent written skills
- ✓ Collaborative team player; with a willingness to work effectively with others
- ✓ Able to work independently, demonstrating proactivity and initiative
- ✓ Impeccable work ethic with a practical, flexible and dynamic approach to work
- ✓ A composed demeanour, able to keep calm under pressure and solve problems when they arise, efficiently and effectively
- ✓ Absolute discretion and ability to maintain confidentiality
- ✓ Passionate and demonstrably committed to improving the lives of children and young people
- ✓ Absolute commitment to the principles of equality, diversity and inclusion

Terms and Conditions

Job Title: Duty Manager

Accountable to: Leisure Operations & Duty Manager

Location: Woodrow High House, Amersham, Buckinghamshire, HP7 0QG

Salary: **£20,529** per annum

Hours: 37.5 hours per week, on an early/ late shift rota, including weekends

Eligibility: Must be 18 years old or over, with a right to work in the UK. Due to the nature of this role where you will be working with young people and vulnerable adults, you will be required to complete an enhanced DBS application prior to commencement of employment.

Pension: London Youth complies with the employer pension duties concerning pension auto-enrolment in accordance with Part 1 of the Pensions Act 2008. London Youth currently uses The People's Pension as its pension vehicle and once you are eligible for auto-enrolment or opt into the scheme, London Youth will make employer contributions of 4% into the scheme on your behalf. You will be required to make contributions to your pension account also in accordance with the requirements of auto-enrolment.

Additional Benefits Include

- Generous holiday allowance - 31 days per annum plus 8 bank holidays
- Contribution towards industry qualifications and CPD
- Catered meals provided while working, when the kitchen is serving young people in residence
- Access to Employee Assistance Programme; Free onsite parking; Uniform provided

How to Apply

London Youth embraces equality, diversity and inclusion. We are committed to the ongoing development of an organisation that values and represents a variety of backgrounds, perspectives and skills and welcome applications that reflect this.

Read the full Job Description & Person Specification that outlines the expectations of this role in detail. If this sounds like you, please **ensure you meet the eligibility criteria** before you apply.

To apply, **submit all of the following** via email to woodrow.recruitment@londonyouth.org with the subject line **Leisure Duty Manager Application**:

- Your comprehensive CV
- A supporting statement (no more than 2 sides of A4) indicating how your experience meets the requirements of the Person Specification
- Equal Opportunities and Monitoring Form AND Declaration of Criminal Convictions Form

Interviews: Applications will be considered upon receipt and only those that satisfy the criteria will be shortlisted and invited to an online first round interview. If successful, we will then invite you to a second in-person interview, where you will meet the team, see the centre and have the opportunity to further demonstrate your interest in the role as part of this process.

Important: We are unable to respond to every application submitted – if you have not been invited to an interview within 14 working days of submitting your CV and supporting statement, please consider your application unsuccessful at this time. Thank you for your understanding.

If you would like to ask any questions about the role or process, feel free to ring 01494 433531 and ask for Leisure Operations & Duty Manager, Hannah Lyon; or Facilities Manager, Mark Saville.

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Cherry Lane, Amersham, HP7 0QG

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