

## Job Description & Person Specification

Company:	Doncaster Culture & Leisure Trust (DCLT)
Department:	Leisure and Attractions
Job Title:	Leisure Manager, The Lagoons
Contract Type:	Permanent
Hours:	37 The candidate will be required to have a flexible approach to working hours, which will include days, evenings and weekends
Responsible to:	General Manager, The Dome
Location / Site:	The Dome



### Job Purpose

To lead the team in all strategic planning and day to day operations within a busy leisure centre, with key responsibility for The Lagoons, and be responsible for execution of the highest standards of operational excellence, customer care and financial delivery.

Work to achieve the Vision & Mission of DCLT

**VISION:** To increase opportunities and activity in sport, leisure, and culture to improve the lifestyles of our customers and stakeholders.

**MISSION:** Striving for Healthier Communities.

### Key Duties and Responsibilities:

#### **Operational and Health & Safety**

1. Ensure the safe operation of the centre, maintaining compliance from all employees with all Health & Safety legislation, guidance, and Safe Systems of Work.
2. Maintain a visible presence within **your** facility assisting and guiding customers as required.
3. Always maintain positive relations with everyone at your centre, be that staff, customers, contractors or stakeholders.
4. Adopt a proactive approach in all aspects, particularly regards resolving all problems and issues. Communicate clearly to ensure customer's satisfaction adhering to DCLT guidelines.
5. Monitor and control the staffing allocated to a given area, working to agreed budgetary targets for income, pay costs and expenditure.
6. Deliver regular briefing to Duty Management Team and ensure shift handover logs / required reports are completed as required.
7. Maintain positive contacts with external services such as Police, Fire and Ambulance, liaising with these services in Emergency situations and helping them with their enquiries.
8. Effective delivery of safety operating procedures, undertake safety audits and accident/incident investigation.

#### **Finance and Administration**

1. Work to agreed budgetary targets and KPI's. Work with the General Manager to identify opportunities to increase profitability.
2. Report monthly on performance, identifying trends and provide accurate projections.
3. Deliver meetings with team colleagues, sharing targets, relevant performance information and foster a collaborative environment in addressing financial performance.
4. Ensure all company financial procedures are followed
5. Maintain the security of all keys / key codes, ensuring the safety of DCLT employees, property, and customers.
6. Maintain correct recording of staff hours, preparation, and submission of monthly payroll for contracted and casual staff members.

## Human Resources

1. Oversee day to day operations, assign weekly performance goals and tasks and ensure their completion, and establish and achieve your own performance goals
2. Recruit, onboard and train high-performing employees to achieve KPI Ensure staff training is delivered and recorded correctly using DCLT systems.
3. Attend training courses relevant to the role and maintain personal CPD (Continuous Professional Development) and ensure team members attend and complete any relevant training.
4. Ensure staff delivery of all duties in accordance with all relevant DCLT policies, presenting a professional image and always acting in a professional manner.
5. Ensure that the site is correctly staffed, covering holiday and sickness leave, observing financial budgets.
6. Ensure any internal conflict is resolved, conducting disciplinary, grievance and accident investigations in conjunction with the HR and SHEQ Departments. Monitor and report sickness and holidays, observing absence policy guidelines
7. Work with other departments (HR / SHEQ / Facilities / Accounts / Contact centre etc.) and DCLT centres and staff to ensure effective & efficient operations delivering outstanding customer service, efficient and correct recording of accidents and incidents, and any reporting as required



## Head Office Practices

1. Ensure that the IT systems are maintained and used correctly and report any faults with IT or communications equipment.
2. Work with site management and other DCLT departments to ensure all required site accreditations are maintained.
3. Ensure that all customer feedback is dealt with in line with DCLT policy / procedures. all administrative duties as required, in accordance with DCLT procedures.

## Professional Ethics

1. To comply with all DCLT policies and procedures
2. To comply with all Health and Safety regulations as required
3. To respect the individuality, values, cultural and religious diversity of all colleagues
4. Attend training courses relevant to the role
5. Attend meetings and briefings as required

The duties and responsibilities above are not exclusive nor exhaustive, and the post holder may be required to undertake other reasonable duties within DCLT, commensurate with the role.

Employee	Human Resources
Agreed by: _____	Agreed by: _____
Date: _____	Date: _____

## Person Specification

<b>Experience</b>	<b>E</b>	<b>D</b>	<b>MOA</b>
Experience of working within the leisure and hospitality industry	X		AF/C/I
Operational knowledge of building management and pool plant operations	X		AF/C/I
Experience of operating and delivering health and safety policies and procedures	X		AF/C/I
Knowledge of financial systems, budget management and attainment	X		AF/C/I
Excellent verbal and written communications skills	X		AF/C/I
Proficient in Microsoft Office packages, with a focus on word, excel and outlook	X		AF/C/I
Experience of managing staff, resources and customer care to a high standard	X		AF/C/I
Experience of leading teams through empowerment, coaching and encouragement	X		AF/C/I
Knowledge of booking systems and service delivery	X		AF/C/I
Experience in sales and retention	X		AF/C/I
Ability to plan own workload, prioritise and meet deadlines		X	AF/C/I
Ability to self-motivate and work independently		X	AF/C/I
Successful at working collaboratively with a wide range of colleagues, partners and stakeholders		X	AF/C/I
<b>Qualifications &amp; Training</b>	<b>E</b>	<b>D</b>	<b>MOA</b>
First Aid at Work Certificate	X		AF/C/I
Pool Plant Operators – must complete by end of probation	X		AF/C/I
Safeguarding Training	X		AF/C/I
Health & Safety at Work Certificate	X		AF/C/I
Degree level Qualification		X	AF/C/I
National Pool Lifeguard Qualification		X	AF/C/I
Swim Teacher Level 2		X	AF/C/I
Basic Food Hygiene Certificate		X	AF/C/I
<b>Personal Qualities</b>	<b>E</b>	<b>D</b>	<b>MOA</b>
Ability to work as part of a team or individually	X		I
Approachable, good interpersonal and communication skills	X		I
Self-motivated and enthusiastic	X		I
Enthusiastic about learning, training and development	X		I
Positive attitude and able to motivate individuals and teams	X		I
Proactive approach in all aspects of work	X		I
<b>Personal Circumstances</b>	<b>E</b>	<b>D</b>	<b>MOA</b>
Ability to work at other locations within Doncaster	X		I
To work flexibly, to evenings, adjusting work patterns at short notice to meet the programme	X		I

E – Essential/ D – Desirable/ MOA – Method of Assessment

AF – Application form / I – Interview / C - Certificate

