



## Appendix 1 – Job Description

### Sports Centre Duty Manager

The School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment, therefore the following shall be deemed to be included, in addition to the duties that you may be required to perform:

**Promoting and safeguarding the welfare of children and young persons for whom you are responsible and with whom you come into contact.**

*Under the Sexual Offences Act 2003 it is a criminal offence for a person over 18 (e.g. teacher, matron, sports coach) to have a sexual relationship with a child under 18 where that person is in a position of trust in respect of that child, even if the relationship is consensual. This applies where the child is in full-time education and the person works in the same establishment as the child, even if s/he does not teach the child. Moreover, whatever the age of the pupil, a sexual relationship between an employee and a pupil will be considered an abuse of a position of trust and gross misconduct, likely to result in dismissal.*

Job Title	Duty Manager
Job Family	Repton School Enterprises Limited
Line Manager	Sports Centre Operations Manager
Key Stakeholders/Internal Customers	Public, Sports Centre staff, Enterprise Operations Manager, Learn2Swim Coordinator, School Sport Staff
Hours	40 hours per week on a 3-week Rota incorporating bank holidays and weekends.

Holidays	20 days annual leave per year + 8 days bank holiday (taken in lieu if worked).
Location	Repton School – Repton and Repton Prep Campuses
Benefits	Employer Pension Scheme Sports Centre Membership
<b>1 Role Overview</b>	
<p>The Duty Manager is responsible for managing a small team and operating the facility in a safe and efficient manner, ensuring that all policies and procedures are fully adhered to.</p> <p>The health and safety of all customers is of paramount importance and regular training will be undertaken as required. This is a hands-on role which requires liaising directly with customers and therefore a friendly demeanor and effective communication is essential.</p> <p>The role largely involves working with students during weekday term time, and the general public, clubs and organisations during the evenings, weekends and holidays. Effective communication with all stakeholders is essential.</p>	
<b>2 Role Outcomes</b>	<b>Key Performance Indicator(s)</b>
<p><b>Duty Manager Efficiency.</b> To be able to combine the day-to-day running of the Centre plus, delivering the best outcomes for the marketing of the Sports Centre, in line with brand guidelines and working in partnership with the Marketing Dept. at Repton school.</p> <p>Monitor, record and outline all training needs of the Sports Centre.</p>	Key and clear targets, understanding of accountability, feedback

<p><b>People Management.</b> Effectively manage and lead the Sports Centre staff for whom you may be responsible, including casual workers. Lead the administration staff to help in the effective use of communication to members and staff.</p>	<p>Appraisals, one-to-ones, verbal feedback from staff</p>
<p><b>Other Duties.</b> A flexible and supportive, can-do approach has been delivered within the department and to our customers.</p>	<p>Feedback  Evidence of behavior</p>

### 3 Role Responsibilities

#### Main Responsibilities

- To ensure the operational, safety and effective operation of the Sports Centre on a day-to-day basis.
- To offer a first class and welcoming service to our customers at all times and be accountable during shifts for the overall customer experience, including the management of complaints and feedback.
- Ensuring appropriate water quality testing and the correct backwashing procedure. The correct swimming pool plant procedures are followed, and pool records are maintained as per HSG179.
- Support the Sports Centre Operation Manager in all operational matters.
- Liaise with the other Duty Managers in accordance with their independent roles and responsibilities.
- Carrying out Health and Safety checks, including daily opening and closing building checks and plant room checks.
- Maintain and promote safe working practices through the development and implementation of appropriate safety management systems and to ensure that staff adhere to Health & Safety guidance and legislation, consistent with the Repton School Health & Safety Policy and Procedures and including compliance with HSG179 (Managing Health & Safety in Swimming Pools). Ensure the timely and thorough investigation of any accidents and ensure that any recommendations are implemented.
- Maintain relevant professional and management competency.
- Implement all relevant corporate policies and procedures relating to the management of the Sports Centre and its staff. Relevant policies include the Equal Opportunities Policy, Health & Safety Policy, and Child Protection Policy.

- Undertake, record, and maintain appropriate Risk Assessments, identifying, controlling, and monitoring hazards.
- Have effective communication to all members and users of the Sports Centre. This will include facility information and marketing.
- Ensure all fitness suite users are compliant with HSE regulations regarding inductions and safe operations of the equipment. This may require inductions from time to time.

#### Quality

- Monitor and check cleaning jobs have been completed and signed off both internally and externally.
- Continually be proactive in enforcing the safety operations of the Sports Centre.
- Assist the Sports Centre Manager in delivering the highest possible standards of quality in the building.

#### People Management

- Effectively manage receptionists, lifeguards, cleaners, and coffee shop staff whilst on duty. Lead the administration staff to help in the effective use of communication to members and staff.

#### Other

- You are to undertake all such other duties as the School may reasonably from time to time communicate either orally or in writing to you.

#### Meetings

- You will attend any Duty Manager meetings and individual one-to-ones.

### **4 Person Specification**

### Relevant Prior Experience

- 3+ years in an operational role
- 2+ years in a management role
- Experience in a customer focused environment

### Candidate Profile

- High energy, resilient, can-do attitude, proactive approach
- Approachable, polite & calm under pressure
- Professional in appearance and demeanor
- Technically capable and willing to learn

- Confident verbal communicator, able to communicate effectively with professionals, staff, pupils and contractors.
- Used to working at pace and managing a diverse and varied portfolio of work.
- High levels of accuracy and attention to detail
- Confident and competent in the use of technology and supporting databases.
- Care and attention, particularly for all aspects of health and safety, and for data management and protection.

#### Qualifications

- Recognised pool plant operator qualification or willingness to work towards it.
- National Pool Lifeguard Qualification

### **5 Other Important Information**

#### Safeguarding

Promoting and safeguarding the welfare of children and young persons for whom you are responsible and with whom you come into contact is a critical part of all roles at Repton/Repton Prep.

Under the Sexual Offences Act 2003 it is a criminal offence for a person over 18 (e.g. teacher, matron, sports coach) to have a sexual relationship with a child under 18 where that person is in a position of trust in respect of that child, even if the relationship is consensual. This applies where the child is in full-time education and the person works in the same establishment as the child, even if s/he does not teach the child.

Moreover, whatever the age of the pupil, a sexual relationship between an employee and a pupil will be considered an abuse of a position of trust and gross misconduct, likely to result in dismissal.

#### Health

The successful applicant will be required to complete a Health Declaration once a formal offer of employment has been made and accepted.

#### Children Act and Referees

Successful appointment will be dependent upon statutory criminal conviction checks including an enhanced DBS Check in accordance with the Children Act, as well as favourable reports from two referees. It will be assumed that the School may contact

your nominated referees without further reference to you unless you specify any alternative arrangements.

Child Protection Policy

All applicants must be familiar with our Child Protection Policy which can be found at <https://www.repton.org.uk/userfiles/reptonmvc/Documents/06-Key-Information/Employment-Opportunities/170916-Child-Protection-and-Staff-Behaviour-Policy.pdf>