

Job Description – Duty Manager

GRADE & SALARY: HSV5 – HSV6

DEPARTMENT: Operations

RESPONSIBLE TO: Operations Manager

RESPONSIBLE FOR: All staff working on shift

JOB PURPOSE

The postholder will have full responsibility and accountability for ensuring all bookings and events are delivered efficiently and effectively on shift, with guest-orientated service at the centre of delivery. The post holder will lead by example and oversee all staff working on shift ensuring all facilities are clean, safe and welcoming in accordance with written procedures and that service is delivered to all members in-line with our vision, mission and values.

The postholder will work closely with all staff to ensure operational processes and practices are documented, communicated and implemented effectively.

The post holder will demonstrate a Service Excellence mindset by providing a consistent, efficient, high quality and customer-oriented service to all customers of the Sports Village through implementation of agreed operating procedures and standards, ensuring that the customer is at the heart of every decision.

MAIN DUTIES AND RESPONSIBILITIES

Responsibilities and Accountabilities:		
Key Result Areas	Key Tasks	Key Performance Indicators & Measures
Service Delivery and Development	<p>Whilst on shift, resolve any customer concerns promptly and efficiently, actively seeking feedback from members and guests.</p> <p>Liaise with Sales and Marketing department to ensure effective and efficient communication of all marketing information and assist in all membership processing including, where appropriate, tours of the facilities.</p> <p>Interact via face to face, telephone or electronic communication, in a friendly and professional manner with our guests, upholding our values and a service excellence mind set at all times and provide correct and up to date information.</p>	<ul style="list-style-type: none"> • Demonstrable knowledge of all areas of the Sports Village and College Lane sports activities as well as other areas of the campus. • Evidence of all shift documents and checks have been completed in accordance with written procedures. • Continually look to improve shift audit performance for self and team on shift with. • Contribute positively to the development of the business

	<p>Cover departments as necessary to ensure consistent service is maintained and delivered.</p> <p>Communicate guest and operational feedback to the relevant team to enable positive development in delivery.</p> <p>Keep up-to-date with changes and developments across the centre to enhance team and post holder knowledge and to enable the provision of correct information to customers at all times.</p> <p>Liaise and build rapport with contracted catering, cleaning and maintenance staff, monitoring the work of supporting agencies.</p> <p>Identify areas of growth specifically for the Operations/Duty team, and wider business.</p> <p>Support with the review, implementation and staff training of the Normal Operating Procedures and Emergency Action Plans.</p>	<p>through attendance at team meetings, training and input into operational development.</p> <ul style="list-style-type: none"> • Identify areas of training for self or others, which will mutually benefit the business and individual. • Look to constantly maintain prestigious state of all facilities through careful inspection and appraisal of facilities, with follow up in accordance with procedures. • Procedure review achieved within agreed timescale. • Staff on shift have completed training matrix relevant to their duties.
Service Excellence	<p>To embrace a Service Excellence mind set, demonstrating our values, standards and behaviours towards both colleagues and customers.</p> <p>To prioritise delivering an exceptional experience to every customer, every time.</p> <p>To adopt a positive mind set and commit to continuous improvement through giving, welcoming and responding to colleague and customer feedback.</p>	<ul style="list-style-type: none"> • Net Promoter Score (NPS), mystery shopping results, customer and colleague feedback.
Team & Activity Management	<p>Arrange working patterns via rotas to achieve effective and efficient staffing, in line with current working time directive, considering resource needed and agreed staffing levels.</p> <p>Assist the Operations Managers in the recruitment of permanent and casual staff, appointing staff in line with our values and ensuring they uphold a service excellence mind set.</p> <p>Provide line management support to a team of staff. Empower staff on shift to take responsibility, ensuring that operation delivery is both effective and proactive.</p> <p>To provide administrative support with all aspects of HR processes for the Duty Assistant team including pay, recruitment, annual leave etc.</p> <p>Identify and deliver any in house training to new and established (customer care, manual handling, NPLQ, Emergency and operation specific) as identified by the postholder or Operations Manager.</p> <p>Role will be shift based, with hours constructed to match the business requirements.</p>	<ul style="list-style-type: none"> • Staffing levels delivered within budget and service is maintained throughout opening hours. • HR paperwork is completed in accordance with procedure. • In house staff training is delivered and regularly reviewed. • Assist where possible with picking up additional shifts and swapping to assist the team and business. • Carry out one to ones, annual appraisals and offer regular feedback in line with our values to those you line manage.

<p>Health & Safety</p>	<p>Responsible for the opening, closing and security of the building.</p> <p>Ensure all facilities are clean, safe and welcoming and comply with relevant health and safety legislation and guidelines at all times. This will include being accountable for good practice, co-ordination of relevant health and safety checks, audits and reviews within all places where service delivery takes place.</p> <p>Inform the relevant staff of any concerns relating to the health & safety of the areas under their management in a timely manner.</p> <p>Responsible for the safety of all customers, staff and contractors by dealing with any emergency situations through the agreed procedures.</p>	<ul style="list-style-type: none"> • Demonstrable knowledgeable of Health and Safety guidelines. • Achievement of high scores in external health & safety audits. • All risk assessments, NOPs and EAPs are up to date, evidence that they have been reviewed regularly and are implemented as appropriate. • Any health & safety concerns will be formally documented through agreed channels.
<p>Finance</p>	<p>Carry out an end of shift cash up and follow up with any cash discrepancies and support with administration and financial investigations in line with written procedures.</p> <p>Ensure all monies are banked in accordance with procedures and investigation is completed when irregularities occur.</p> <p>Proactively identify opportunities for additional income opportunities or efficiency savings.</p>	

OTHER TASKS

To contribute positively to the development of the wider UH Sport and Sports Village business.

Undertake any tasks or additional responsibility that the Head of Operations may deem appropriate to the level of the post.

SUPERVISION RECEIVED

The Duty Manager will report to the Operations Manager, who will provide regular informal meetings and supervision, annual appraisal and reviews. The level of this post requires the post holder to work under their own initiative when on shift.

SUPERVISION GIVEN

As part of the Duty Management rota, the post holder will be expected to manage and supervise the team on their shift.

CONTACTS

Internal - all customers and potential customers of the Sports Village; HSV colleagues; staff from different areas within the company; staff within the University including academics, management, support services and subsidiary companies; staff from the PFI partner company (Pinnacle); other internal suppliers of services.

External - Clubs, organisations and individuals who use or could use the facilities and services. Customers from the community, businesses and business organisations, local authorities, including education and leisure services, external agencies and suppliers, professional and amateur sports clubs and organisations, local and national media.

Staff Management Duties

The following duties are relevant to all staff with people management responsibilities and will be incorporated into substantive job descriptions as appropriate.

1. Oversight of staff issues for those within the allocated group including excellent people management, appointment, probation, appraisal, development, promotion and progression, review of performance according to policies and procedures agreed by the University
2. Maintenance of records of staff development activities
3. Oversight and monitoring of staff workloads in order to ensure an equitable distribution of staff loadings across the staff group and the most effective use of staff resources
4. Ensuring talented staff in the groups are recognised, rewarded and retained so ensuring that suitable succession plans are in place
5. The visible commitment, management and maintenance of high standards of safety throughout their domain commensurate with current Health and Safety legislation and with the University's Health and Safety policy
6. Identify achievable equality goals

TERMS AND CONDITIONS OF EMPLOYMENT

Conditions of service

Hertfordshire Sports Village and other sports activities within the University of Hertfordshire are managed by Polyfield Property Ltd., which is a wholly owned subsidiary company of the University of Hertfordshire. The terms and conditions of employment are reviewed by the Board of Polyfield Property Ltd.

Hours of Work

This post is a full time position (1.0 FTE) consisting of 40 hours per week. Actual working hours will vary as per business requirements. This position requires the post holder to be flexible and work as part of a shift rota, which will include early mornings, evenings, weekends and bank holidays. Time off in lieu (at flat rate) is given for hours worked in excess of the standard week.

Annual Leave

The annual leave year runs from 1st October to 30th September. Staff are entitled to 23 working days paid holiday (pro rata for part time contracts) during the course of the holiday year. After two years continuous service, holiday entitlement will increase to 24 days and after four years an additional 2 days are awarded. Time off in Lieu will be awarded (at flat rate) for hours worked on bank holidays.

Salary: HSV5 – HSV6 (£23,952 - £26,206) Plus Performance Related Pay

An annual pay increase to recognise the cost of living/inflation will be paid subject to approval by the Board of Polyfield Property Ltd. The post is subject to performance review and may qualify for a performance related bonus after completion of a probationary period. Salaries are paid in arrears by credit transfer to a named bank or building society

Pension

The Company will comply with any automatic enrolment duties it may have in respect of you under part 1 of the Pensions Act 2008. The Company is currently using the National Employment Savings Trust (NEST) pension scheme in respect of these duties.

Membership of the scheme is strictly subject to the rules of the scheme which may be amended from time to time.

If you are enrolled into the NEST pension scheme, the Company shall be entitled to deduct from your salary any amounts payable by you as member contributions.

The Company reserves the right to vary or discontinue any scheme in place from time to time.

Additional Benefits

Staff are welcome to use the facilities at Hertfordshire Sports Village in accordance with our staff usage policy. Staff may also nominate one person to receive a discounted membership.

A uniform is provided for all appropriate staff.

As a subsidiary company of the University of Hertfordshire staff may utilise all benefits open to UH staff, this includes access to catering outlets and Learning Resource Centre, discounted travel on Uno buses, access to discounted nursery facilities and Edenred child care vouchers. Staff may also access courses run by the Staff Development Unit, University and Associated Colleges, assuming this does not conflict with requirements of your post.

There is a sick pay/sick leave scheme in operation.

REHABILITATION OF OFFENDERS ACT

DISCLOSURE AND BARRING SERVICE

This post is exempt under the Rehabilitation of Offenders Act 1974 as amended. The University requires that the successful applicant who is offered employment will be subject to a criminal record check from the Disclosure and Barring Service (DBS) before the appointment is confirmed. An Enhanced Disclosure will be required and this will include details of cautions, reprimands or final warnings, as well as convictions. The University of Hertfordshire complies with the 'Code of Practice for Registered Persons and other recipients of Disclosure Information'.

Overseas applicants and UK applicants who have lived abroad

Successful applicants from overseas will be required to produce a criminal records check, or 'Certificate of Good Character', from any country in which they have been resident, consecutively or cumulatively, in the previous 10 years.

ADDITIONAL INFORMATION

Closing Date: 2 Weeks (11th October)

Quote Reference: XXXXX

This document outlines the duties required, for the time being, of the post entitled Duty Manager to indicate the level of responsibility. It is not intended to be a comprehensive or inclusive list and the Operations Manager may vary duties, from time to time, which do not change the general character of the job or the level of responsibility entailed.

Personal Specification: Duty Manager

Grade: HSV5 – HSV6

Responsible to: Operations Manager

Key Result Areas	Essential	Desirable
Education & Qualifications	<ul style="list-style-type: none"> • NVQ level 2 or above / 3 A levels at grade A-C or equivalent demonstrable industry specific experience. • 5 GCSE's at grade C or above including Maths and English or equivalents (BTEC's, NVQ's, GNVQ's) • Current NPLQ with up to date and obtainable training records 	<ul style="list-style-type: none"> • Health and Safety Qualification • Event Management experience and/or qualification • Current First Aid at Work or the ability to achieve within 3 months. • RLSS Trainer Assessor • First Aid at Work Instructor • Related degree or equivalent • Pool plant, coaching qualifications
Experience	<ul style="list-style-type: none"> • Supervisory operational experience in a 'wet and dry' leisure facility. • Experience of writing and implementing procedures and risk assessments. • Previous line management experience of staff, recruiting and inducting new members of staff. • Proven experience and up to date knowledge of industry specific Health and Safety legislation and good practice. 	<ul style="list-style-type: none"> • Outdoor facility experience e.g. Grass pitches and/or artificial pitches. • Management of an operational department ensuring an excellence in service delivery. • Experience of delivering staff training.
Skills & Abilities	<ul style="list-style-type: none"> • Has a visible determination and presence to contribute and achieve, and so adopts a proactive approach to work. Is a self-starter, and consistently maintains high levels of activity and productivity. Is able to bring drive, focus, and discipline into their role and inspire and energise others to behave similarly. Is passionate about the products and services. • Achievement Focused – understands how individual and team performance produces results, and continually strives to deliver and exceed goals and objectives. Has a visible determination to contribute and achieve, and so adopts a proactive approach to work. Is a self-starter, and consistently maintains high levels of activity and productivity. Is able to bring drive, focus, and discipline into their role and inspire and energise others to behave similarly. Is passionate about the products and services. • Innovative – is able to think up fresh innovative ideas and solutions to improve business performance. Is able to seek out and explore new opportunities to improve ways of working, new products and services, and identify a range of solutions to 	

	<p>think about how to achieve better results. Is creative in thinking, but realistic and presents commercially viable successes.</p> <ul style="list-style-type: none"> • Communication and Influence – is able to communicate openly and effectively at all levels in the business, engaging others to understand what is being communicated. Drives two-way communication across their teams and wider colleagues, thereby enhancing working relationships. Has impact and credibility, using knowledge and expertise to influence all levels to achieve results. Understands how to adapt their style and tone to the audience, and can be persuasive and convincing in approach. • Relationship Management & Team Work – is able to build effective working relationships at all levels with ease. Is approachable and flexible in style, and is respected by others. Is comfortable in managing the team and customers, using their knowledge, demonstrating their capability, and clear communication skills. Is a team player, and a visible member of staff across the business. • Attention to Detail – is accurate in approach to work, especially when working at pace or under pressure of work. Is numerate in thinking, and able to identify trends, what it represents, and instigate action based on the detail. • Excellent with IT packages and use within the leisure industry. • Ability to work flexible and unsociable hours. 	
<p>Values</p>	<ul style="list-style-type: none"> • Demonstrates our WELCOMES values at all times: <p>Welcoming Extra Mile Leadership Consistency Open & Honest Memorable Enthusiastic About Continuous Improvement Sport First</p>	