

**GREAT AYCLIFFE TOWN COUNCIL
OAK LEAF SPORTS COMPLEX**

JOB DESCRIPTION

Job Title:	Duty Manager
Responsible to:	Oak Leaf Sports Complex Manager
Responsible for:	All other staff when on duty
Salary:	Salary Band 3 (ii), Point 12 - 17 (Bar at SCP 12)

Job Purpose

- To ensure that an effective and high quality service is provided to the Council's customers in line with Council policies and procedures.
- To ensure the daily duties of staff are carried out and to assist the Leisure Manager with the development of the centre's activities and the level of service.

Main Duties and Responsibilities

1. To take responsibility for the day to day operational management providing a quality product/service in a safe and friendly environment.
2. To assist in all aspects of the service at times of excessive workloads or when required.
3. To assist the Leisure Manager with the preparation and delivery of events, as and when required.
4. To assist the Centre to meet its performance targets/outcome with the key focus on customer service.
5. To deliver a high quality customer focussed service.
6. To assist in the building of strong teams through leadership and motivation creating a positive 'can do' culture for staff to develop.
7. To give administrative support to all departments.
8. Working as part of a team to ensure the smooth and efficient running of activities, e.g. equipment to be set up and taken down ready for public use and that public areas are cleaned by appropriate staff and if necessary, assist with this cleaning.
9. Allocate meal breaks and cover duties where necessary during these breaks.
10. Reconcile all Complex cash in conjunction with the Council's financial procedures and in the absence of the clerical assistant, count the banking and complete associated administration for the Complex.

11. Ensure all shifts are covered, whether for annual leave or absence.
12. Assist with queries, complaints and requests for information by members of the public.
13. Give conducted tours of the Complex to groups of visitors, explaining the facilities that are available.
14. Be responsible for opening and closing the building, including setting the alarms.
15. To attend the complex, when required, on an emergency basis as a nominated "key holder".
16. Liaise with other Duty Managers / Manager of the outgoing and incoming shift, receiving and giving information on events.
17. To oversee the bar and catering, ensuring all equipment is maintained to its optimum level and to arrange for the service of the equipment.

Equipment and Stock

18. To be responsible for the security of stores and equipment.
19. Place orders with designated companies ensuring the appropriate paperwork is completed. Accept deliveries, check against delivery notes, highlighting any discrepancies, chase credit notes, and finalise payments in line with Council procedures.
20. To ensure the minimum stocks levels are maintained for all service departments.
21. Issue equipment when required, keep stock records up to date including the preparation of write-offs and inventory records for the Leisure Manager to authorise.
22. To reconcile vending machines and update records accordingly.

Health and Safety

23. To fulfil the post holder's duties in relation to Health and Safety.
24. Ensure a safe working environment for yourself, members of your team, members of the public and others who may be affected by your team's activities.
25. Be responsible for your own health and safety and co-operate with the Town Clerk and other Managers, so far as is necessary, to enable compliance with and fulfilment of the Council's health and safety rules and legislative requirements.
26. Supervise the public use of the Complex's facilities, that equipment is used properly and safely and that appropriate standards of behaviour are maintained.
27. To be responsible day to day for ensuring the Sports Complex's compliance with health and safety policies, procedures, method statements and risk assessments.

28. Administer first aid in the event of an accident and ensure that the required forms are fully completed.
29. Ensure that sports equipment, fixtures, fittings and fabric of the building are in good and safe working order. Undertake minor repairs as required and report more serious defects to the Manager.
30. Prepare written reports for the Manager's attention of any incidents that occur during the shift.

General

31. Attend staff training as and when deemed necessary from the Leisure Manager or Town Clerk.
32. To assist in the development of other staff by advising the Leisure Manager on all aspects of job performance of the Complex staff in connection to discipline, motivation, sickness etc.
33. To provide mentoring and training to new and current staff.
34. To assist the Leisure Manager with staff appraisals.
35. To undertake an annual appraisal.
36. To be aware of all the requirements under the General Data Protection Regulations ensuring that any personal data is stored securely, not shared and not kept any longer than necessary.
37. To maintain confidentiality at all times.
38. To adhere to the staff rota and cover vacant shifts as requested.
39. Attend regular management meetings to discuss any problems encountered in the day-to-day operation and to make suggestions for development and improvement of the Complex.
40. Undertake such other duties commensurate with the grade and responsibilities as may be required from time to time by the Leisure Manager or Town Clerk.
41. To adhere to all Council policies and procedures.

The responsibilities outlined above cannot totally encompass or define all tasks which may be required of the post holder. The outline of responsibilities given above may, therefore, vary from time to time without materially changing either the character or the level of responsibility or grade.