



GREAT AYCLIFFE TOWN COUNCIL

PERSON SPECIFICATION

JOB TITLE: Duty Manager

SECTION: Oak Leaf Sports Complex

GRADE: Salary Band 3 (ii) Scale Point 12-17 (bar at SP 12)

REQUIREMENTS	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
QUALIFICATIONS	<ul style="list-style-type: none"> • 4 GCSEs or equivalent (A to C Grade) including English and Maths 	<ul style="list-style-type: none"> • Personal Licence • Coaching qualifications • First Aid at work • Recognised Leisure Management qualification 	<p>Application form</p> <p>Original Certificates</p>
EXPERIENCE/ KNOWLEDGE	<ul style="list-style-type: none"> • Demonstrative experience of dealing with the public • Understanding of Data protection, including GDPR • At least 2 years' experience in a leisure facility • Health and safety knowledge and experience • Experience of working in a bar and catering environment 	<ul style="list-style-type: none"> • Previous experience of local government • Previous experience in Leisure Management • Experience in using an integrated computer booking and payment system • Experience of banking and cashing up • Understanding the importance of following policies and procedures • IOSH qualification 	<p>Application form</p> <p>Interview</p>
SKILLS	<ul style="list-style-type: none"> • Able to prioritise own workload to meet a flexible and changing environment • Excellent interpersonal skills • Good leadership, people management, organisational and 	<ul style="list-style-type: none"> • Excellent customer care • Tactful when speaking to people at all levels • Confident in handling difficult situations which could be confrontational • Comfortable working 	<p>Application form</p> <p>Original Certificate</p> <p>Interview</p>

REQUIREMENTS	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
	<p>communication skills</p> <ul style="list-style-type: none"> • Awareness of financial management • Able to set targets and motivate staff to meet them • Confident in handling situations which could be confrontational 	<p>in a busy environment and working under pressure</p> <ul style="list-style-type: none"> • Able to carry out duties in a manner that shows an awareness of security needs • Formal training in computer packages/keyboard skills • Formal training in customer service • Previous experience of Xn Leisure integrated management system 	
<p>OTHER RELEVANT (JOB SPECIFIC) POINTS</p>	<ul style="list-style-type: none"> • Willing to undertake training in order to carry out duties • Presents a professional and friendly disposition • Prepared to wear a uniform • On call in emergencies, prepared to take a hands on approach and step in when needed. 		<p>Interview</p>
<p>PERSONAL ATTRIBUTES</p>	<ul style="list-style-type: none"> • Adaptable and flexible. • Able to work weekends, evenings and bank holidays, as required. • Able to make decisions under pressure. • Effective team player. • Common sense approach to management. • Ability to work with colleagues in other departments and contractors. 	<p>Interview</p>	