



JOB DESCRIPTION

Duty Manager

RESPONSIBLE	To	Sports Park Manager
	For	Operations Staff

GENERAL DESCRIPTION OF DUTIES

To supervise of the day to day operations of the Kings Hill Sports Park and associated sites, and the services it provides acting in a front of house capacity to ensure the highest standards of service delivery to the customer.

SPECIFIC DUTIES

1. To act as Duty Manager on a pre-arranged shift rota in accordance with the operational requirements of the facilities.
2. To supervise the efficient operation of all recreation and community activities managed by Kings Hill Sports Park.
3. Oversee the running of the day to day operations of the café and assist the catering team if required.
4. Working with the Sports Park Manager to manage and co-ordinate bookings at Kings Hill Sports Park including block bookings and one off bookings and assist in the planning and development of the Centre's activity programme.
5. To develop relationships with all bookers and maintain a good working relationship ensuring timely payment is taken.
6. To establish, develop and maintain effective relationships with staff and the general public, and to promote the Centre, facilities and services, observing Customer Care practices at all times.
7. To co-ordinate the effective deployment of the facilities' resources, ensuring the maintenance of safe working practices and monitoring of safety procedures.
8. To assist in the recruitment, motivation, development, welfare and performance appraisal of the Centre's staff.
9. To maintain the correct staffing levels for the operation of facilities in accordance with staff rotas.
10. To identify any training and development needs for operational staff and to bring these to the attention of the Site Manager.
11. To efficiently prepare sports and community facilities, ensuring that equipment is safely stored, and facilities remain clean and free from hazard.

12. To patrol and inspect the facility in order to ensure the safety and security of the venue facilities and immediate surroundings making certain that standards of cleanliness and hygiene are maintained.
13. To ensure that reconciliation of all monies is carried out in accordance with the Trust's financial regulations and be responsible for checking all monies recorded on each shift.
14. Assist the Sports Park Manager in the development, implementation and monitoring of specific projects as required and assist with the planning, organisation and supervision of activities and events as required to contribute to the effective use and standards of service at the Sports Park.
15. To ensure records and checks are completed correctly at all times.
16. To act as keyholder and to be "on call" in emergencies as required.
17. To undertake specific responsibilities as identified in liaison with the Sports Park Manager.
18. To provide First Aid assistance as necessary to promote recovery, and to fully report any such incidents.
19. You may be required to work as a Lone Worker at certain times depending on your location of work.
20. To undertake identified training.

This job description is not intended to exclude any task, which the post holder might reasonably be required to undertake.