

PERSON SPECIFICATION

Duty Manager

REQUIREMENT	CRITERIA
<p>ESSENTIAL</p>	<p>Previous experience of managing teams in a leisure centre or similar customer operations environment.</p> <p>Previous experience of managing bookings including block bookings.</p> <p>Highly organised and customer focussed.</p> <p>Possess strong leadership and people management skills.</p> <p>Good basic understanding of the Health & Safety principles involved in running a busy leisure centre.</p> <p>Committed to the provision of a quality service.</p> <p>Effective communication skills and the ability to communicate at all levels.</p> <p>Be 'hands on' and able to work equally well on your own or part of a team, leading by example.</p> <p>Enthusiastic, flexible and highly motivated.</p> <p>Good organisational skills and the ability to plan ahead.</p> <p>Flexibility to work evenings, weekends and bank holidays as part of a set shift pattern.</p> <p>Prepared to work at any of the Trust leisure sites as and when required.</p> <p>Ability to act as a keyholder and to respond to out of hours emergency call outs as and when required.</p>
<p>DESIRABLE</p>	<p>Sports or Leisure qualification (NVQ L3 / Leisure related degree).</p> <p>Knowledge / experience of leisure industry quality awards e.g. QUEST.</p> <p>Financial awareness and understanding, including cash handling and till reconciliation experience.</p>

Experience of organising staff rotas including annual leave and sickness cover.

Leisure or hospitality related background.

Programming / special events experience.

Experience in undertaking staff appraisals and identifying opportunities for staff development.

Possess a current First Aid Qualification / Health & Safety qualification.

Membership of CIMSPA.

Candidates should read this specification carefully before completing their application form. These criteria are used in reviewing the application forms as a core part of the selection process.