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| Post Title        | Duty Manager  |
| Post Purpose:     | The Duty Manager is responsible for the smooth and efficient operation of the facility, ensuring staff are supported, operational tasks are completed, health and safety standards are maintained, and customer satisfaction is consistently delivered. This role works closely with the Shift Leaders, Fitness Team, and Leisure Assistants to uphold the highest operational standards. |
| Reporting to:     | Sports Centre Manager   |
| Working time:     | 37 hours on shift including weekends, early morning and evenings.   |
| Salary:           | Scale 5 – Point 12-17   |
| Holiday:          | 24 days annual leave plus statutory public holidays, increasing with service.   |
| Location          | ELA Active Ltd is part of the Eastern Learning Alliance. This role involves working across all ELA Active Ltd sports centres.   |
| Disclosure Level: | Enhanced DBS with Barred List   |

#### Key Responsibilities:

##### 1. Staff Support & Supervision

- **Staff Assistance:** Provide day-to-day support to the front-line staff (Shift Leaders, Lifeguards, Leisure Assistants, Swim Teachers, Fitness Instructors and Casual staff). to ensure excellent service delivery.
- **Support Shift Operations:** Assist the Assistant Manager in overseeing staff on duty and help ensure effective task completion.
- **Training & Development:** Support staff training and development, including assisting with inductions, delivering hands-on training, and monitoring staff performance.
- **Shift Coordination:** Help coordinate staff schedules and shifts in collaboration with the Assistant Manager to ensure that the facility is always staffed.
- **Promote Teamwork:** Help promote a supportive, positive working culture and encourage staff accountability, collaboration, and motivation.

##### 2. Operational Support



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- **Facility Maintenance:** Assist with regular operational checks to ensure that the building is clean, safe, and in good working order.
- **Assistance in Incident Management:** Support the Assistant Manager during incidents, ensuring the correct protocols are followed and that service is maintained with minimal disruption.
- **Routine Task Completion:** Take responsibility for completing routine operational tasks, such as ensuring the building is stocked with supplies, handling minor maintenance issues, or liaising with external contractors for scheduled work.
- **Activity Setup:** Take responsibility for the correct setup of all Sports Hall activities and work with the team to ensure efficiency and full customer satisfaction.
- **Swimming Pool Setup & Monitoring:** Take responsibility for the correct setup of the swimming pool area, including lane ropes, teaching equipment, signage, and accessibility aids as per daily schedules. Ensure the pool is ready for public and programmed use in accordance with the timetable and safety requirements.
- **Pool Plant & Water Testing:** Carry out regular water quality testing in line with company procedures and industry standards, ensuring accurate records are maintained and any irregularities are reported to the senior team immediately.
- **Chemical Handling & Maintenance Support:** Assist with monitoring pool chemical levels and carrying out regular plant room inspections and maintenance, both as scheduled and in response to emergencies, to ensure the swimming pool remains operational. Always follow COSHH guidelines, use PPE appropriately, and adhere strictly to safe chemical handling procedures.
- **Lifeguard Coordination:** Work closely with the lifeguard team to ensure adequate supervision, proper rotation, and that the pool environment remains safe, clean, and welcoming for all users.

### 3. Health & Safety, Compliance & Standards

- **Health & Safety Monitoring:** Assist in completing daily checks and ensuring all health and safety standards are met, including ensuring staff compliance with COSHH procedures, risk assessments, and safety protocols.
- **Facility Inspections:** Assist with routine checks and inspections of the facilities, including pool maintenance, fire safety, first aid kits, and emergency lighting. Report any issues to the Sports Centre Manager.
- **Incident Reporting:** Complete incident reports when necessary, ensuring all required documentation is filled out correctly and reported promptly.
- **Compliance Audits:** Support the completion of compliance audits and help follow up on action points as identified by the Assistant Manager.
- **First Aid:** Be the designated First Aid on site during shifts.

### 4. Customer Service & Community Engagement

- **Customer Interaction:** Serve as a point of contact for customers, addressing inquiries and resolving issues in a professional and timely manner.
- **Customer Feedback:** Actively collect feedback from customers to improve services and record issues to share with the Sports Centre Manager for follow-up.



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- Event Support: Assist in the execution of community events or special programs, ensuring a positive customer experience.
  - Program Delivery: Support the delivery of community-focused programs, ensuring compliance with relevant regulations (e.g., Ofsted requirements for children's activities).
5. Support Fitness & Membership Growth
- Membership Assistance: Provide support in membership set up, sales tours and assisting with promotions, helping to improve membership engagement.
  - Marketing: Lead on the day-to-day customer communications through social media, POS and marketing sources.
  - Data Entry & Reporting: Assist in updating and maintaining an accurate membership database for accurate reporting.
6. Operational Reporting & Service Improvement
- Reporting: Report daily on the operation of the facility, including incident reports, health and safety checks, and customer feedback.
  - Operational Improvement: Actively contribute to identifying areas for service improvement, assisting the Sports Centre Manager with implementing initiatives that enhance customer experience and operational efficiency.
  - Service Standards: Help ensure that operational standards are maintained throughout the day and provide feedback on any improvements that can be made.
7. Emergency Response & Operational Continuity
- Proactive Emergency Action: Respond promptly and appropriately to emergencies, taking immediate action to maintain the safe and continuous operation of the facility wherever possible.
  - Solution-Focused Approach: Apply problem-solving skills to resolve operational issues swiftly and effectively, using initiative and sound judgment to minimise disruption.
  - Escalation Protocols: When issues cannot be resolved independently, escalate promptly to the senior sanagement, ensuring clear communication and accurate reporting of the situation.
  - Preparedness: Stay familiar with emergency procedures and contribute to a culture of readiness and resilience within the team.
8. Opening & Closing Responsibilities
- Key Holder Duties: Act as a key holder for the facility, ensuring that all opening and closing procedures are carried out in line with operational protocols and security guidelines. This includes conducting pre-opening safety checks, setting up for daily operations, and securing the building at the end of each day.



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- **Security & Safety Checks:** Perform thorough checks of all entry points, alarms, emergency exits, and essential equipment at the start and end of each shift to ensure the facility is safe, secure, and ready for public use.
- **Handover & Logging:** Ensure effective shift handovers by completing all relevant logs, checklists, and communication notes for incoming or outgoing staff, highlighting any unresolved issues or action points.
- **Lifeguard Cover:** Undertake lifeguarding duties as required, ensuring full compliance with RLSS standards. Maintain high vigilance, follow all safety procedures, and ensure that effective pool supervision is provided during both peak and off-peak times.

#### 9. Training & Development

- **Lifeguard Certification & Training:** Hold and maintain a valid RLSS Pool Lifeguard Qualification. Attend RLSS Lifeguard training sessions for a minimum of two hours each month. These sessions will take place outside of the standard shift pattern and will be compensated additionally.
- **Safeguarding & Protection Training:** Complete mandatory safeguarding and child protection training as required by the ELA Trust. Stay up to date with refresher training to ensure continued compliance and awareness.
- **Role-Specific Training:** Successfully complete all compulsory training relevant to the role during the probation period. Participate in ongoing annual training, refresher sessions, and development opportunities to maintain high standards of performance and knowledge.
- **Pool Plant Operations:** Obtain and maintain a valid National Pool Plant Operators qualification. This ensures competency in managing pool systems, monitoring water quality, and supporting the safe operation of the plant room and related equipment.

#### 10. Cross-Site Working & Flexibility

- **Multi-Site Competency:** Maintain up-to-date knowledge of procedures, layouts, and operations across all ELA Active sites to ensure you can confidently and effectively work at any location when required. Stay familiar with site-specific protocols, emergency procedures, and daily operations.
- **Adaptability:** Be flexible in your working hours and approach, supporting shift changes, cover requirements, and delegation of duties based on the evolving needs of the business. This includes being available to work evenings, weekends, and at short notice if necessary.
- **Consistent Standards:** Ensure that the same high standard of service, safety, and professionalism is maintained regardless of which site you are working at, representing the ELA Active brand consistently.
- **Team Collaboration:** Work collaboratively with staff teams across different sites, contributing to a strong, unified operational culture and supporting best practice sharing across locations.

#### 11. Safeguarding



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- Ensure full compliance with all safeguarding policies and procedures set by the ELA Trust.
- Participate in annual safeguarding training and refresher sessions to maintain up-to-date knowledge and best practices.
- Promote a culture of safety and vigilance, ensuring all staff understand, adhere to, and actively uphold safeguarding responsibilities.
- Maintain a strong awareness of safeguarding practices and promote the welfare of children and vulnerable adults.
- Integrate safeguarding into staff development and training to reinforce best practices and compliance.

## 12. Trust Ethos

- Support the overall mission and values of the ELA Trust, promoting its ethos within the facility.
- Promote and adhere to the ELA Trust's policies.
- Comply with the Trust's Health and Safety Policy.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified and as a term of your employment you may be reasonably be expected to perform duties of a similar or related nature to those outlined in the job description.

## **Safeguarding Statement**

The Trust expects that all employees will carry out all duties with an awareness and understanding of the safeguarding requirements within their area of responsibility and comply with all safeguarding policies and procedures. Employees must promote and safeguard the welfare of children, young people or vulnerable adults they are responsible for, or come into contact with.

| Person Specification: Duty Manager   |
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| Essential  |
| Qualifications & Experience:   |
| Current RLSS National Pool Lifeguard Qualification.  |
| First Aid qualification (or willingness to obtain – not required with RLSS Generation 10).   |
| Significant experience working in a supervisory or management role within a leisure, sports, or customer service environment.              |
| Demonstrable experience in leading and motivating operational teams and supervising performance.   |
| Experience overseeing health and safety in a leisure setting, including risk assessments, emergency planning, and responding to incidents. |
| Proven track record in delivering high-quality customer service, including resolving complaints and supporting service improvements.       |
| Hands-on experience with day-to-day facility operations, including activity setup, staff planning, and facility checks.                    |
| Familiarity with safeguarding policies and the responsibilities of managing environments for children and vulnerable adults.               |
| Operational knowledge of leisure booking systems, membership administration, and financial processes such as cash handling.                |
| Experience supporting or coordinating events, group bookings, or community programmes.   |
| Skills & Abilities:  |
| Strong leadership and decision-making skills, with the ability to take initiative and act confidently in high-pressure situations.         |
| Excellent interpersonal and communication skills, with the ability to support, guide, and develop team members effectively.                |
| Capable of managing and prioritising a varied workload, including facility oversight, staffing needs, and user safety.                     |
| Ability to delegate tasks while ensuring high standards are consistently met across operations and service delivery.                       |
| Confident user of IT systems, including Microsoft Office and leisure management software.  |
| In-depth understanding of pool supervision standards, lifeguard responsibilities, and emergency procedures.                                |
| Ability to train, coach, and induct staff in safety, operations, and customer service protocols.   |
| Pool plant qualification and understanding of pool plant operations (or willingness to undertake training).                                |
| Personal Attributes:   |
| Positive, proactive, and approachable leadership style.  |
| Flexible and committed to working a shift-based rota, including early mornings, evenings, weekends, and school holidays.                   |
| Personally invested in maintaining a safe, clean, and welcoming environment for all users.   |
| Professional, dependable, and aligned with the values of ELA Active.   |
| Enthusiastic about supporting community engagement and promoting access to active lifestyles.  |
| Other Requirements:  |
| Able to obtain Enhanced DBS clearance.   |



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| Willingness to travel and work across multiple ELA Active Ltd sites as required.                                   |
| Strong understanding of safeguarding principles and the role of a manager in ensuring compliance.                  |
| Desirable  |
| Experience in a Duty Manager or similar facility management position.  |
| Additional certifications in areas such as health and safety, leadership, or customer service.                     |
| Knowledge of standard operating procedures (SOPs), emergency action plans (EAPs), and quality assurance processes. |
| Experience using KPIs to monitor and improve operational performance.  |
| Coaching or instructing qualifications in physical activity or sport.  |

This person specification outlines the key attributes, qualifications, and experience required for the role of Duty Manager at ELA Active. The successful candidate will demonstrate these qualities and be committed to providing a safe, high-quality service to all users of the facility. While these are key requirements, the role may also involve additional duties to ensure the delivery of a safe, high-quality service to all facility users.