

Person Specification: Duty Manager
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.



Chesterton | **Impington** | **Witchford**

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.