

Index	121/DM/CLO
Post Title	Duty Manager
Division	Community Leisure Operations
Section	Operational Facilities
Location	Citywide

Responsible to	Assistant Operations Managers, Operations Managers
Responsible for	Any immediate reports

Job Purpose

- 1 To provide supervision and support to staff and users.
- 2 To assist the Operations Managers and Assistant Operations Managers in the efficient and safe operation of the facilities.

General Responsibilities

- 3 Ensure the effective management and utilisation of the financial resources, in line with the Company's financial regulations and the key funding partners accounting processes. Ensure that budgets are adhered to and that Best Value is achieved through suitable financial monitoring procedures.
- 4 Be aware of and committed to the equal opportunities principles and practices of the company.
- 5 Employees are responsible for the implementation of the Health and Safety Policy in so far as it affects them, their colleagues and others who may be affected by their work. The post holder is also expected to monitor the effectiveness of the health and safety arrangements to ensure these are implemented and developed as necessary.
- 6 Effectively recruit, deploy and manage any nominated staff, full or part-time and volunteers, providing appropriate induction and training to enable the team to deliver the various initiatives promoted by Sport Aberdeen and/or key partners.
- 7 Ensure the effective management of the venues in-line with our operating procedures and systems and where required, ensure that any issues or concerns are promptly raised with the Assistant Operations Manager, Operations Manager or where necessary our maintenance team.
- 8 Proactively contribute to the continual improvement of the venues, including but not limited to their standards of presentation, their financial performance and the overall customer service offered.

Operational Responsibilities

- 9 To be responsible for the security of the facility, including being a key holder who opens and secures the premises, responding to callouts and alarm activations and resetting of associated alarms as necessary.
- 10 To understand and work within our normal operating procedures, emergency action plans, health and safety systems, COSHH and Risk Assessment guidelines, updating these as required and being the day-to-day lead on health and safety matters within the facilities.

- 11 To maintain relevant qualifications and attend regular training sessions required to carry out your duties and/or to undertake further qualifications which contribute to the effective business performance and continuous improvement of the centres.
- 12 To support in the development of staff rotas and to manage these in-line with budgets as well as ensuring that appropriate cover is in place to run the facilities, supporting the Operations and Assistant Operations Managers to ensure continuity of services as and where required.
- 13 To maintain the highest levels of customer care in compliance with Sport Aberdeen's customer standards, membership journey and company values, with particular emphasis on courtesy, friendliness and honesty.
- 14 To support the overall business performance of the facilities, ensuring the company's sales and retention systems are fully embedded and followed and that our invoicing and debt management processes are fully implemented.
- 15 Deliver venue tours and, where required to meet the overall business performance of the facility, undertake gym inductions and provide fitness programmes to members and customer where you are qualified to do so.
- 16 Support the management team and the Health & Wellbeing Co-ordinators with the ongoing management of health and fitness at the venues and where qualified to do so, the delivery of instructor led health and wellbeing programmes.
- 17 To support the Operations Managers, Assistant Operations Managers and, where relevant, the coached programme co-ordinators with the successful delivery and management of our coached programmes in venues.

Methods of Working Expectations

The post holder will be expected to:

- 18 Adopt a participative and collaborative style of working, underpinned by strong interpersonal skills that ensure effective team work with partner's stakeholders and colleagues.
- 19 Be expected to exhibit the highest standards of professional behaviour, creating effective working relationships with the voluntary sector based on mutual trust and respect.
- 20 Use appropriate management information systems, maintain confidentiality and observe data protection guidelines.
- 21 Work with information technology and associated systems, and where appropriate, existing technology arrangements and consultative procedures will be applied in accordance with Company policies.
- 22 Undertake appropriate training associated with the duties of the post.

General Conditions

- 23 The full-time working week is 37 hours. A flexible approach to working is required [time off in lieu (T.O.I.L) system is in operation].
- 24 Your hours of work may be carried out in line with a shift pattern in operation for the establishment to which you are allocated and may include early morning, evening, night and week-end work. The detail of the shift rota and your working pattern will be supplied to you by the Manager of your establishment.
- 25 A car mileage user allowance is payable [if using your vehicle for work purposes you must have insurance for business use].
- 26 The Company operates a no-smoking policy.

27 The job description is a representative document. The duties of the post can be varied provided they remain commensurate with the level of responsibility.

Prepared/Updated by	David Selkirk – Director of Community Leisure Operations	April 2023
Approved by	Nickie Scorgie - Head of Human Resources & Organisational Development	April 2023
Status	ISSUED	April 2023