

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

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

* Candidate's suitability will be measured by assessment in the following ways;
A – Application: **I** – Interview: **R** – References: **X** - Interview Exercise[s]

	Attributes	Essential	Desirable	Assessment
Experience				
1	Experience of working in a sport and leisure, retail or hospitality, or commercially sales driven environment	X		A I
2	Awareness of changes occurring within the leisure industry		X	A I
3	Operational knowledge of the organisation or equivalent	X		A I
4	An understanding of good customer care practice		X	A I
5	Experience in the management and supervision of staff		X	A I R
6	Experience of working in a customer-oriented environment	X		A I
Skills, Abilities and Knowledge				
7	A knowledge and understanding of the operations associated with a swimming/leisure environment		X	A I
8	Good communication/written/numerical skills	X		A I
9	Driving Licence/Knowledge and experience of Ice Operations [applicable to Ice Arena only]		X	A I
10	Able to work with minimum supervision	X		A I R
11	Ability to use own initiative to solve day to day problems	X		I
Interpersonal and Social Skills				
12	Good communication skills in all formats	X		I R
13	Enthusiastic		X	A I R
14	Highly effective team worker	X		I R
15	Confident		X	I R
16	Requirement to manoeuvre, set-up and dismantle equipment	X		I

17	Self-motivated	X		I
18	Flexible approach to working including ability to work shifts including weekend work	X		I
19	Enjoy working with people of all ages from all sectors of the community	X		I

Qualifications and Training

20	Current RLSS Pool Lifeguard Qualification Units 1 & 2 [applicable to pools only]	X		A
21	CIMSPA Pool Plant Operators Certificate or equivalent [applicable to pools only]	X		A
22	PVG Membership for Regulated Work with Children and/or Protected Adults or willingness to obtain prior to a formal offer of employment being made.	X		A
23	3 Day First Aid at Work Qualification	X		A
24	Course modules in ISRM Recreation Operations Certificate or equivalent award [NVQ, HND, HNC]		X	A
25	CIMSPA Health & Safety Management Certificate [Site and Person Dependent]	X		
26	Level 2 Fitness Instructor Qualification [Site and Person Dependent]	X		A
27	On-line Fire Marshal Training	X		A
28	Skate Grinding / Abrasive Wheels Certification [applicable to Ice Arena only]		X	A
29	Commitment to continuous personal development		X	A I

Other

- 30 Consideration should be given to personal transport, as starting and finishing times may be unsuitable for public transport

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