

Trainee Duty Manager

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Company: Legacy Leisure

Location: Barry

Category: other-general

Trainee Duty Manager

Barry Leisure Centre

This is an outstanding career opportunity with a not for profit charitable organisation committed to providing a diverse and meaningful range of leisure and culture related activities for the local communities in which we serve.

The post holder will report directly to a designated Duty Manager at the contract.

The Opportunity

To work alongside a designated Duty Manager to ensure the highest possible Standards of health & safety and customer care within the Centre.

To help the Duty Manager develop and promote an exciting, innovative leisure programme in order to increase the usage and profitability of the Centre.

To shadow a Duty Manager with ultimate shift management responsibility for the centre

To help the Duty Manager maximise the financial performance of the centre and maintain the highest standards of customer care.

To develop the skills, experience and competencies required of a Duty Manager.

Among the personal characteristics sought the applicant

Must be able to gain acceptance and respect from clients and the teams involved

Must be able to build strong relationships with customers, clients and employees

Must be able to communicate at different levels of the organisation, both listen and direct.

Must be able to meet the demands of the role by working shifts as required.

Must be able to demonstrate clear identification with all customer requirements

Must be able to maintain and be committed to good employee relations and deliver quality training.

Must be able to perform recreation assistant duties when required

Must be able to work from various locations within the contract as and when required.

The individual has shown aptitude for their own learning and development and is committed to undergoing the development as required.

The individual wishes to move into a Trainee Duty Manager role within the next 12 - 18 months.

Disclosure and Barring Service clearance is mandatory

The Trainee Duty Manager will focus day to day on the following tasks

To ensure all Health & Safety procedures and responsibilities are carried out at all times, and oversee regular evacuation from the Centre as directed by the Duty Manager.

To deputise for the Duty Manager as requested.

To assist the Duty Manager in providing appropriate staff training and development.

To act as a member of the Leisure Centre Management Team on a shift rota system, during opening hours of the Centre taking shift responsibility for the operation of the centre, subject to satisfactory completion of necessary training.

To ensure the provision of a clean, high quality facility and exciting and innovative Leisure Centre programmes.

To identify and assess the feasibility of new activities which the Centre could provide and to raise these with the Duty Manager

To help the Duty Manager ensure all staff are kept informed of the Centre's activities and special events.

To help achieve maximum levels of participation in all courses and activities. Monitoring cost effectiveness and highlighting and rectifying areas of low performance as directed by the Duty Manager.

To produce performance records, statistics, targets and reports for programming and associated activities as directed by the Duty Manager

To assist in the marketing and publicity of all activities and events and develop distribution networks for promotional materials and merchandising of products.

To help ensure sufficient staff are available for the safe, high quality functioning of the Centre.

To assist in the management of the Leisure Centre's quality assurance systems and procedures.

To coach and teach as required and generally assist with the running of events.

To undertake maintenance and cleaning duties as required.

To act as a main key holder for the Centre and be responsible for opening and closing of the building and emergency call-outs.

To undertake any regulatory requirements.

To be responsible and accountable for cash handling as required.

To undertake any other duties as may be required by the General/Centre Manager to ensure that the business objectives of the contract are achieved.

To undertake activities in line with the Trainee Duty Manager matrix in order to fulfil the required development needs.

What can Legacy Leisure offer you?

Competitive salary

Generous annual leave

Free gym membership for you and a nominated person

Employee health cash plan

Employee discount portal - discounts on travel bookings, high street vouchers, gift cards, cinema tickets, days out, leisure activities and your day to day spending

Cycle to Work scheme

Pension Scheme

Company sick pay

Career progression

Training and development

Legacy Leisure is a well established business that is continuously growing. Successful applicants can look forward to joining a company that can offer career prospects and believes in investing in its people.

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