



## Job Description

Service:	Leisure and Health
Job title:	Assistant Manager
Grade:	E
Hours of work:	37
Responsible to:	General Manager & Centre Manager
Responsible for	
Direct reports:	Up to 7 (Permanent) and up to 30 (variable)
Indirect reports:	Up to 20 per shift
Budget:	N/A

### **Purpose of Post:**

The effective day-to-day management and operation of the Centre; specific duties relating to the development of Key Performance Areas; and the management of the staff on duty. Be responsible and accountable for a designated area of the business under the direction of the General Manager

### Key Deliverables:


1. Contribute to the management and development of One Leisure Key Performance Areas including:
  - Operations Management
  - Customer Service
  - Senior Management Team Measure
  - Areas of Responsibility
  - Key Values & Behaviours
  - Site specific Recovery Rate
2. Personnel: To effectively manage all staff whilst on duty, including direct supervision, support tasks and workload management, motivation, discipline and development to ensure the efficient and effective operation of the Centre, whilst maintaining excellent levels of customer service that promote and reflect the image of the Centre.  
Operational: Responsibility for the security of facilities, Centre presentation and maintenance, Health and Safety, risk assessment, COSHH regulation, plant operation, water quality testing, stock ordering and rotation, to sign appropriate timesheets and orders within financial and accounting regulations and Centre operating procedures, and staffing levels commensurate with Centre Management Policy, the requirements of 'Safety in Swimming Pools', the RLSS 'National Pool Lifeguard Qualification' and other operating procedures
3. To assist in the recruitment of staff and co-ordination of staff patterns and rotas for all staff.
4. To undertake regular Performance Development Reviews against Key Performance Areas agreed with the employee, and compile training records and identification of future training needs.
5. To assist in the control and administration of One Leisure revenue budgets. Processing financial transactions, issuing receipts for Centre activities, accepting bookings in compliance with HDC Audit regulations.
6. Contribute to the One Leisure service of Huntingdonshire District Council and the promotion of a positive image of Huntingdonshire within the Centre's catchment and beyond.
7. To be able to work across a number of One Leisure sites to suit the needs of the service.
8. HDC is committed to safeguarding and promoting the welfare of vulnerable people including children and expects all staff to share this commitment.
9. To undertake any other duties as may reasonably be required at any One Leisure site and have means of or access to transportation.



This job description is intended only as a guide of duties involved. The post holder will need to be flexible and adaptable in order to respond to other duties that may be required from time to time and the changes and developments within HDC.

<p><b>Knowledge and Qualifications</b></p> <p>Management tools:</p> <ul style="list-style-type: none"> <li>- Leaderships</li> <li>- Teamwork</li> <li>- Communication</li> <li>- Initiative</li> </ul> <p>Knowledge of Health &amp; safety regulations</p> <p>Industry wide codes of practice</p> <p>Knowledge of One Leisure products and services</p>	<p>Level 5 or equivalent in a management qualification or experience</p> <p>National Pool Plant Operators Certificate (E)</p> <p>National Pool Lifeguard Qualification (E)</p> <p>First Aid at Work Qualification (E)</p> <p>NVQ Level 3 supervision (D)</p> <p>IOSH Supervising safely (D)</p> <p>Coaching / Instructor qualifications (D)</p> <p>Relevant Management Qualifications (D)</p>
<p><b>Experience</b></p> <p>Experience of developing and promoting new and existing activities and services to gain maximum participation of One Leisure Facilities.</p> <p>Supervisory experience within a wet and dry leisure facility.</p> <p>Pool testing</p>	<p>Management of SwimSchool (E)</p> <p>Membership Sales management (E)</p> <p>Experience of managing staff (E)</p> <p>Fitness Management (E)</p> <p>Ability to identify new business opportunities and present these to the relevant officer (E)</p> <p>Set clear direction for others (E)</p> <p>Delegate work appropriately (E)</p> <p>Encourage staff to think and act independently where appropriate (E)</p>
<p><b>Skills and Abilities</b></p> <p>Ability to work unsupervised and use own initiative.</p> <p>Team work / Team leader</p> <p>IT literacy</p> <p>Literacy and numeracy skills</p> <p>Excellent customer service skills</p>	<p>Leisure centre bookings and member relations management system.</p> <p>MS Office (E)</p> <p>Gladstone 360 (E)</p> <p>Tech1 (D)</p>
<p><b>Decision Making and Impact on Others</b></p>	<p>Seeks and uses professional support appropriately. (E)</p>

<p>Safeguarding and promoting the welfare of children, young people and vulnerable adults.</p> <p>Accepts responsibility and accountability for own work and can define the responsibilities of others</p> <p>Recognises limits of own authority within role.</p>	<p>Making decisions on staff deployment, programming, task delegation.</p> <p>Decisions will also be made that could have a financial or political impact.</p>
<p><b>Communication with Internal and External Customers</b></p>	<p>Lead team meetings</p> <p>Deal with customer queries and complaints</p> <p>Understand the principle of confidentiality</p> <p>Credible and confident when communicating</p> <p>Communicate effectively with managers, staff and customers</p> <p>Predominantly internal customers – high visibility with members of the public</p> <p>Internal customer contact 60%</p> <p>External customer contact 40%</p>
<p><b>Personal Attributes and Other Requirements</b></p>	<p>Willing to travel and work unsocial hours</p> <p>Be a good team worker demonstrating loyalty and commitment to the organisation and team members</p> <p>Ability and willingness to travel between One Leisure facilities to cover business needs (D).</p> <p>Works well as an individual and as part of a team</p> <p>Flexibility with working hours</p>
<p><b>HDC values</b></p>	<p>The values outlined below reflect our collective positive attitude and how all staff is expected to work together as one team.</p>

	<p><b>Inspiring:</b> We have genuine pride and passion for public service; doing the best we can for customers matters to us all.</p> <p><b>Collaborative:</b> We achieve much more by working together, and this allows us to provide the best service for customers.</p> <p><b>Accountable:</b> We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers.</p> <p><b>Respectful:</b> We respect people’s differences and are considerate to their needs.</p> <p><b>Enterprising:</b> We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.</p>
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**Safeguarding and promoting the welfare of children and young people/vulnerable adults**

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

(The above lines need to remain in all JD. The lines below, delete as applicable – this is for roles where you are working with vulnerable adults or children)

- Ability to safeguard and promote the welfare of children and young people/vulnerable adults
- Demonstrates understanding of safeguarding issues
- Appreciates the significance of safeguarding and interprets this accurately for all individual children and young people/vulnerable adults whatever their life circumstances.
- Has a good understanding of the Safeguarding agenda
- Can demonstrate an ability to contribute towards a safe environment
- Is up-to-date with legislation and current events
- Can demonstrate how s/he has promoted ‘best practice’
- Shows a personal commitment to safeguarding children

17/03/2023