



Job Description

Job Title: Duty Manager

Responsible To: General Manager, Operations Manager

Direct Reports: Front line Staff - Operations

Place of Work: The role will initially be based at one venue, but the job holder will be expected to rotate either by task or by role at any other SIV venue as and when required. This will ensure individual professional development and will also create a broad base of organisational knowledge.

Purpose of Job:

- To assist the Operations Manager and General Manager in the efficient running of the Centre through the effective and efficient control of the day and night Management at the Centre.

Key Responsibilities:

1 Core Values

- To promote the Company's Core Values through personal behaviour and by challenging behaviour in others that is contrary to the Core Values.

2 Customer

- To ensure that Customer Care standards are embraced and that every member of the team is focused on providing customers with a positive experience.
- Ensure all members and guests receive the highest possible level of advice, assistance, supervision and a personalised service at all times.
- To attain a first aid qualification and deliver first aid for both customers and staff as and when required.
- To cover reception at peak/busy times and other sales areas as the business needs demand. Be able to process bookings and casual payments on the MRM point of sale system.
- To arrange cover for staff and classes as required.

3 People

- To help develop and work in a strong team of Duty Managers across the company which can deliver a high level of customer service through both leadership and management of their responsibilities.
- To work as a member of the venue senior management team, working proactively with other venues.

- To recruit, manage and develop all team members in accordance with Company employment policies, through the management structure.
- To ensure that on a day to day basis the staffing structures and effective rotas are in place as agreed by the Operations & Events Manager/Commercial Manager and or the General Manager.
- Manage the day time operations of front line staff from all departments.
- Report to the relevant senior Managers any staff or operational issues

4 Financial

- To assist in the delivery of financial objectives ensuring measures are in place to achieve the agreed budget.
- To ensure every opportunity is exploited to drive up income and reduce costs in line with company procedure and policy.
- Maintain effective control of staff expenditure, in accordance with agreed budgets and Company procedures, to achieve optimum financial efficiency.
- Purchase equipment and supplies as required in the prescribed manner, with correct authorisation and within agreed budgets.

5 Business Development

- To work with the General/Commercial/Sales manager to attract new customers and events to the venue so that income and profit figures are achieved.
- To deliver repeat customer business through the effective day to day operations of the centre, including the delivery of events.

6 Operations

- To ensure the smooth running of the day and night operation – this may include late/over-night work, within budget, so that customers are satisfied with the service.
- Deliver departmental training when required.
- Ensure all maintenance requirements are identified, reported and completed promptly.
- To ensure that staff are paid correctly through timely OT submissions and deductions for absence where appropriate
- To carry out Management Job Chats and Performance Reviews as required.
- Liaise with Human Resources when required.
- To oversee departments within the venue as agreed by the General Manager.
- To be designated key holder and respond to emergencies as and when required.
- To undertake any other duties that are appropriate to the post.
- To work directly with the Operations & Events Manager and the central events team which will include:
 - on receipt of event riders liaise with event organizer to confirm rider requirements are correct.
 - undertake the role of event coordinator on the day of the event if required.
 - ensure the smooth running of all events alongside daily operations; looking to deliver great customer service.

7 Site/Individual requirements

Duty Managers will also look to undertake specific duties depending on the site requirements. Whilst the aim will be to train all Duty Managers in all areas, recruitment may look at specific individual strengths to ensure the following operations can be carried out at each site:

- If working at Ice Sheffield they will need:
 - to gain the qualifications to drive the Zamboni.

- to ensure that the ice is resurfaced in line with the ice time diary and using the correct procedures this will include: following the most current ice depth test, using hot water and taking the correct time to carry out all ice cuts.
- to undertake skate sharpening as and when required.
- If working at a wet site they will need:
 - to undertake pool plant duties – the attainment of a qualification may be required.
 - to ensure that the pool water achieves recognised industry safety levels of disinfection and corrective measures taken as a result of regular pool water tests.
 - to attain the NPLQ and undertake lifeguarding duties as and when required
- If designated to work in the Fitness department they will require:
 - To hold a min Level 2 Fitness Instructors qualification
 - To work directly with the Corporate Fitness/Sales Managers
 - To work in the fitness suite and manage the fitness staff at site.
 - Interact with high risk customers on a daily basis with the emphasis on customer retention
 - Complete NPS calls and interaction in line with Fitness Unlimited procedures.
 - Ensure that the group fitness programme is delivered at venue in line with the Fitness Unlimited program
 - Ensure that all administration tasks associated with MRM and booking systems are correctly undertaken
 - Ensure all correct policies and procedures are followed in line with the Fitness Unlimited procedures
 - Undertake fitness instruction and group fitness classes as and when required.
 - Complete daily tasks associated with the fitness equipment suppliers systems including reporting, administration and customer registration
 - Ensure all retention products are allocated appropriately and customer records/targets are set and achieved in line with business plans
 - Work with venue sales managers to ensure outreach and in house promotions are undertaken throughout the year
- If designated to oversee athletics they will be required to:
 - To have a good knowledge to keep up to date with the various sports
 - To work directly with user groups helping them develop
 - Provide event support as and when required
 - To complete set ups/downs as and when required
- If designated to oversee front of house they will be required to:
 - To assist in operating an efficient and effective Front of House Reception/Sales points including the handling of telephone calls, requests for information, sales, bookings and access control
 - Agree rotas with the Reception Supervisor to ensure cover is available to maintain the service at Reception/Customer Service at all times taking into consideration peak and off peak periods.
 - To carry our general administration including payroll and timesheets.
 - To ensure stock levels are adequate and kept to a maximum and minimum level at all times.
- If designated to oversee marketing at site they will be required to:

- Work directly with central marketing to implement the marketing & promotions map.
- If designated to oversee domestics at site they will be required to:
 - To work with the central team and Operations and Events/Commercial Managers to manage rota's and work schedules.
 - Work directly with the central domestic team to ensure ordering is carried out.
 - To ensure staff on site carry out duties in line with current legislation.
- If designated to oversee training at site they will be required to:
 - To work with the central team and Operations and Events/Commercial Managers to ensure all departments training files are up to date.
 - To put together a site training plan with the Operations and Events Manager.
 - To hold the relevant qualifications to undertake training sessions

8 Key Performance Indicators

- To assist in the delivery of all key performance indicators for the venue as set out in the Strategic Plans.

9 Health and Safety

- To work with the sites appointed health and safety officer ensuring that the day to day operations of the centre adhere to the Company's health and safety policy and procedures at all times. This includes keeping up to date with current guidelines, procedures, regulations and undertaking training as required.
 - Ensure that the business operates within all health and safety legislation and guidance.
 - Ensure all building checks and safety checks are carried out and recorded for audits and inspections.
 - Ensure that policy and procedures are followed at all times.