



## Job Description: **Duty Manager**

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**Job Title:** Duty Manager

**Main purpose of job:** Supporting the General Manager in the daily operations and managing of employees, including monitoring, and supervising all swimming and site activities.

**Responsible to:** General Manager

**Responsible for:** All customers on site

**Liase with:** All staff, swimmers, parents/carers, and any other external organisations as necessary.

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### **Main tasks of job:**

- 1) The site and assets are kept to a high standard; as a key holder ensure the security in place for all buildings, gates and alarms set on site.
- 2) Oversee general plant and chemical room checks; water tests; opening closing procedures and meter reads. Evaluate water conditions to identify any potential risks or hazards to swimmers and take appropriate action.
- 3) Ensure tills are opened / closed and money locked away in the safe at the end of each day.; stock spot checks.
- 4) Increases management's effectiveness by orienting, training, coaching, communicating values, strategies, and objectives; assigning accountabilities; appraising job results; developing incentives; developing a climate for offering information and opinions; providing educational opportunities.
- 5) Ensure staff on rota attend shifts; clock in / out; help to arrange cover if necessary; ensure staff follow duties.
- 6) Build company image by collaborating with customers, community organizations, and employees, enforcing ethical business practices.
- 7) Ensure the staff are motivated; plan your shift to incorporate jobs for the staff during quiet times; equipment set up / pack up for sessions and end / start of day jobs.
- 8) Maintain quality service by establishing and enforcing organisation standards.
- 9) Maintain professional and technical knowledge by attending staff training, Duty Manager specific training.
- 10) Contribute to team effort by accomplishing related results as needed. Assisting GM to achieve sales target.

**The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.**

**Job description approved by:** ..... **Date:** .....

**Employee Signed:** ..... **Date:** .....

**Employer Signed:** ..... **Date:** .....