

Duty Manager, The Watershed, Kilkenny

The Watershed is operated by a limited Company, Kilkenny Local Authorities Leisure Complex Limited, t/a The Watershed which is wholly owned by Kilkenny Local Authority.

A vacancy has arisen for a Duty Manager role which offers a great challenge and development opportunity for an experienced individual.

The role reports directly to the Chief Executive. There are two other Duty Managers and this team of three will work closely together - between them they provide cover as Duty Manager for the 90+ hours of business each week, therefore, shift and weekend work is required. The Duty Manager on duty covers the entire operation while individually they carry specific responsibility for defined elements of the business.

This is a full time permanent role (39 hours per week). The normal six month probation period will apply.

Core Responsibilities:

- Team Leadership and Staff Management – including staff development, training and motivation. Management of end to end recruitment process, maintenance of all Human Resource files and management of all elements of the staff communication process. You will work closely with the other two duty managers. You will further develop the strong team culture based around flexibility with a strong can-do attitude.
- Business Development – drive the development of innovative new services, implementation of the sales and marketing plan to promote services, facilities, events and activities.
- Customer Service – Implementation of all operational procedures ensuring the highest levels of customer service is delivered to a varied group of customers. Handle all customer enquiries & complaints.
- Financial Performance – budgetary control, achieving income budgets and managing expenditure in all areas of the business
- Health and Safety – Implement the Health and Safety management system and related procedures. Implement health and safety risk assessments and manage aspects of health and safety ensuring full compliance with legislation.
- Facility Management – working with your team and other departments within the Watershed you will ensure the facilities are maintained to the highest standards this includes responsibility for maintenance and cleanliness in all areas, while on duty.

The Duty Manager's are responsible for the achievement of the Watershed's annual business plan financial goals in his/her area of responsibility, including staff management in the relevant departments.

Experience managing a busy leisure centre (or similar), including experience in operating and developing a swimming pool complex, including bookings, lesson programs, timetables, staff rosters and other activities and events, will be an advantage.

The Person:

- Ideal candidates should have managerial experience (4 years or more, ideally, in a busy sport/leisure facility) with a relevant 3rd level qualification or higher.
- Experience and track record in managing a team of people is a prerequisite
- Other leisure and/or pool qualifications would be an advantage i.e. Lifeguard/Swim Teacher and in particular Pool Plant.
- Should be self-motivated and action orientated, work well under pressure, be organised and comfortable with detail and needs to be an effective communicator, people manager and problem solver.
- Should be innovative and a good influencer – an important competency will be that the successful candidate can generate change and improvement and bring peers/colleagues, direct reports and customers with them.

Application, including a cover letter and CV to be submitted, by Friday 2nd November 2018 to:

Tina Dowling, Chief Executive, The Watershed, Bohernatounish Road, Kilkenny

E-mail: tina.dowling@thewatershed.ie