

# DUTY MANAGER

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## DUTY MANAGER

A vacancy has arisen for a Full Time Duty Manager on a 12 month contract.

DLR Leisure operates and manages 4 leisure facilities and 1 Golf Club on behalf of Dún Laoghaire Rathdown County Council. The 4 centres are:

1. Loughlinstown
2. Monkstown
3. Meadowbrook
4. Ballyogan
5. DLR Leisure Stepside Golf Club

### **Main Purpose:**

To effectively manage and deliver front line services in accordance with the dlr Leisure strategies, policies and procedures. To develop, evaluate and monitor all aspects of the management of the centre including income and expenditure, health & safety, staffing, marketing & promotions.

### **Main Activities:**

1. To ensure that the centre adheres to dlr Leisure policies, procedures and strategies including financial regulations and health & safety requirements.
2. To monitor and evaluate all aspects of the operation of the centre including Information Technology, Administration, Human Resource Management, Business Development and Financial Management.
3. To develop, review and implement Continuous Improvement Plans for Integrated Management System, Investors in People etc.
4. To recruit, deploy, train and develop the workforce in line with dlr Leisure policies
5. To develop a balanced programme of use that ensures maximum utilisation of all facilities and maximises potential income generation whilst ensuring that under represented groups have access to physical activity opportunities
6. To market, promote and evaluate all aspects of the service to ensure value for money and financial viability of instructed classes, courses and multi sports activities.
7. To maintain the centre in a good state of repair. To liaise with the appropriate people of dlr Leisure and their representatives to implement a programme of repairs and maintenance which protects dlr Leisure assets and meets all Health and Safety and other legislative requirements.
8. To attract local, regional, national events to the centre as appropriate.
9. To attend meetings as required and liaise with all users including public, clubs, sports governing bodies and dlr Leisure officers, maintaining a regular Customer Forum at the Centre.
10. To maintain and develop good working relationships with both internal and external customers including public, Schools, Community Groups, Sports Clubs and Officers of the Council.
11. To liaise as appropriate with local, regional and National Governing bodies of sport, Sports Partnership and any other organisations to promote the key sports that dlr Leisure Services' are committed to delivering.
12. To review and monitor all performance through the analysis of performance data such as usage figures, profit and loss statements for courses, sickness statistics and other available information.
13. To carry out such duties as may be determined by the Council.
14. To be available for pre agreed specific functions outside of normal working hours.

### **Key Responsibilities / Specific Duties**

1. To foster and actively promote a 'can do' culture, which consists: a positive team spirit, delivery of targets, budget and customer focused service delivery.
2. To demonstrate proactive positive communication for the benefit of the staff team and customers.
3. To be involved in regular Team Meetings with staff as well as managers in order to ensure effective communication.

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4. To demonstrate the utmost regard for customer services in all dealings with internal & external customers, and provide a positive image of the Leisure Centre, DLR Leisure and ultimately Dún Laoghaire Rathdown County Council.
5. To actively assist the Centre in continuous improvement and development of performance and quality.
6. To ensure that the building is presented in an excellent condition and quality of cleanliness is of the highest standard at all times.
7. To be responsible day-to-day for ensuring the Leisure Centre's compliance with health and safety and that they comply with all the recognised advice, guidance and directives.
8. To attend the Centre, when required, on an emergency basis as a nominated "Key holder".
9. To attend staff training as and when deemed necessary from your line manager.
10. To cover as a knowledgeable employee all aspects of the business when required e.g. Reception, gym, etc.

## **Key Result Areas / Overview**

1. To assist the Centre to meet its performance targets/outcomes with a key focus on customer service.
2. To act in a manner this is credible, professional and promotes DLR Leisure in a positive manner considering to its policies and culture.
3. To deliver high quality customer focused service, this guarantees repeat custom.
4. To assist in the building of strong teams through leadership and motivation creating a positive 'can do' culture for staff to develop.
5. To take responsibility for the day-to-day operational management providing a quality product/service in a safe and friendly environment.

## **Dimensions of Job**

1. To lead the team whilst on duty.
2. To work as part of a team including reception, gym and studio class teaching.
3. To assist in recruiting and development of junior staff.
4. To ensure that utmost importance is paid to legislation, guidance and regulations at all times in.
5. Working as part of a team in a busy, successful and continuously improving Centre, Department and or Council.
6. To undertake regular shifts which will include early mornings, evenings, weekends and possibly bank holidays working.

## **Key Contacts / Communication Links**

### *Internal*

- Head of Leisure Services
- Centre Manager
- All staff at Centre
- Leisure Services staff

### *External*

- Customers
- Community groups and hirers
- Contractors

## **In addition the jobholder will be required to**

1. Comply with promote the Council's Equal Opportunities Policy.
2. Comply with the Code of Conduct and other relevant policy, procedures and legislation.
3. Comply with and / or ensure compliance with the Council's Data Protection Policies and the Data protection Act and other relevant legislation.

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4. Comply with DLR Leisure S Safety Policy and other safety procedures and guidelines are deemed part of this job description. Employees must look after their own health, safety and welfare and be mindful of other persons who may be affected by their acts. Employees must co-operate and comply with management instructions regarding Health and Safety issues and report all accidents, incidents and problems as soon as practicable to their supervisor, manager or other senior members of staff available.

## **Qualifications or Training:**

Third level Health & Fitness Qualification and or other relevant business diploma or degree qualification  
Evidence of Continuous Personal Development

## **Practical Skills:**

Must be able to demonstrate excellent leadership and managerial skills

Must have sound knowledge & understanding of financial management including income & expenditure and profit & loss accounts

Must have good communication skills written and verbal

Must have good Information Technology skills

Must be aware of the political, economic, social and technological environment

## **Personal Qualities & Attributes:**

Able to work unsupervised and to agreed outcomes

Able to work in a busy leisure environment

Able to work as part of a team

Pleasant friendly personality

Flexible approach to work

## **Experience**

A minimum of 2 years management experience is essential.

The responsibilities outlined above cannot totally encompass or define all tasks which may be required of the post holder. The outline of responsibilities given above may, therefore, vary from time to time without materially changing either the character or level of responsibility or grade.

A full clean driving licence free from endorsements may be beneficial.