

Job Title	Duty Manager
Post Type	Full Time
Reports To	Assistant Operations Manager
Closing Date	8 th February 2018

All applications to be emailed to recruitment.sportandfitness@ucd.ie with an appropriate cover letter.

Position Summary

UCD Campus Sport and Leisure Limited are seeking to recruit a suitably qualified *Duty Manager*.

The Duty Manager will be a highly motivated person with industry experience in managing sport, leisure and event activities. The successful candidate will be tasked with the day to day management of the Student Learning Leisure and Sport complex which includes gym, pool and events areas. Early morning, late evening and weekend work required on a shift basis. Contract requirement 39 hours per week over a 7 day period.

Primary Duties and Responsibilities

- Report to Assistant Operations Manager and carry out duties and tasks as directed
- Adhere to and implement company policies and procedures, such as but not limited to SOPs & EAPs
- To assume supervisory responsibility for all facilities operated by UCD Campus Sport and Leisure Ltd and ensure all staff and facilities are operating in line with best practice and within health and safety guidelines
- Work on a weekly rota as part of the duty management team – shift patterns include early mornings, late evenings and weekends
- Day to day supervision of operational tasks in all buildings and facilities under the control of UCD Campus Sport and Leisure Ltd
- Liaise with all department heads to ensure successful delivery of all operational tasks within their areas
- Attend all staff training and liaise with managers to continually improve operational efficiencies
- To satisfy all customer requirements by ensuring that the service is constantly maintained at a consistently high standard
- Act as a point of contact for all queries / complaints
- Other duties may be required from time to time

Selection Criteria

Mandatory

- At least 2 years' experience in the leisure, event or other relevant industry
- Supervisory experience in a leisure industry or event management role
- Ability and flexibility to work early mornings, late evening and weekend shifts on a rostered basis
- Proven experience dealing with varied customer demographics
- Previous experience of incident handling and report writing
- Proven ability to work as part of a team and to delegate
- Proven ability to multi task and prioritise work under pressure
- Excellent organisational, planning and communication skills
- Strong IT and AV skills

Desirable

- A relevant 3rd Level Degree
- Child Protection certificate
- Pool plant operator's certificate
- Occupational first aid qualification
- Manual handling certificate
- Experience in a multi-faceted high volume environment (e.g. pool, gym, conference facilities)

Further Information for Candidates

Informal Enquiries

Name:	John Walsh
Title:	Assistant Operations Manager
Email address:	J.Walsh@ucd.ie
Telephone:	(01)716 3816

About the Company

UCD Campus Sport and Leisure Limited is a wholly owned subsidiary company of University College Dublin, National University of Ireland, Dublin. Trading as UCD Sport & Fitness, the company operates the UCD Student Centre(s) and UCD Sport and Fitness on the UCD Campus in Belfield. The Student Centre(s) are purpose built student facilities consisting of a 50 Metre Olympic Pool, Gymnasium, Meeting Rooms, Cinema, Debating Chamber, Theatre, Health Centre, Student Bar, Pharmacy, Large Event Hall, Cafes, Newsagent and numerous meeting rooms. The company is primarily focussed on the student market whilst maintaining a strong commercial element. For further information please see the links below:

<http://www.ucd.ie/studentcentre/>

<http://www.ucd.ie/sportandfitness/>