

DUTY MANAGER REQUIRED FOR K LEISURE

K Leisure – the multi-award-winning club which operates four sites in Co Kildare are seeking applications for the role of Duty Manager within the group.

Reporting to the General Manager, the Duty Manager will be responsible for ensuring the smooth running of the Leisure Club. The role of the Duty Manager is to be an integral part of the management team of K Leisure and to ensure the safe and effective day to day operation of the leisure centres ensuring that all our customers receive 5 Star Customer Service.

In addition to supervising a team of Leisure Assistants the Duty Manager will ensure all aspects of operational services including fitness, preparation of areas and equipment, sales, reception, pool operations and high standards of cleanliness are achieved.

Effective management of various specialist duties may be assigned to include, Health & Safety, Audit Prep. for various Awards, Maintenance, Innovation, Training etc.

The duties of this role include the following:

- Responsible for managing teams and rostering.
- Preparing monthly statistical reports for the General Manager.
- Will liaise with the General Manager in the preparation and development of marketing plans for the year and co-ordination of all promotional plans and projects for the facility.
- Maintaining and implementing the reporting procedures and control system established by the Leisure Centre.
- Ensure that the Health and Safety Policy and Procedures are implemented and monitored in relation to cleanliness and hygiene.
- Maintain and update equipment, product, service and standards as required.
- Be a role model of impeccable customer service and professionalism.
- To deal with guest/ member queries in a friendly and efficient manner, ensuring customer satisfaction.
- To help implement and maintain the highest standard operating procedures for all service areas.
- To ensure an organised order of work is in place in all areas and that appropriate service systems are always in place.

The ideal candidate should have the following:

- Previous management experience in a successful Leisure Centre.
- Experience with standards compliance in an organisation a distinct advantage
- Excellent timekeeping, communication skills, and be self-motivated.
- Good computer literacy, Microsoft Office applications, CRM's and Membership Management / Leisure Operations software an advantage (Legend, MRM, Glofox, Clubwise etc.)
- Be eligible to work legally in Ireland and must be fluent in written and spoken English

Candidates that have the following qualifications may have an advantage when being considered for this position:

- A nationally recognized Fitness Instructors qualification. (NCEF, ITEC, NCEHS)
- Fully qualified and certified Lifeguard (cert in date)
- Experience of teaching a range of fitness classes – Spin, Step, Aqua
- Occupational first aid qualification with AED (in date).
- Pool Plant room qualification + previous experience in managing Pool Plant room.
- Swim teacher qualification
- Repts Ireland registration

Salary: DOE

Excellent Company Benefits

Good prospects within the group

Internal and External Training opportunities

All submissions to be sent FAO General Manager via e-mail noel@kildareleisure.ie