
	NSC Duty Manager	Doc Reference No.	NSC DM
Author:	HR	Revision No.	01
Reviewed:	NSC Ops Manager		

JOB DESCRIPTION
Job Title: National Sport Campus Duty Manager
Job Location: National Aquatic Centre, National Sports Campus, Snugborough Road, Blanchardstown, Dublin 15.
Reports to: NAC Operations Manager
Hours: 37.5 hours per week, 5 days over 7.

JOB PURPOSE:
To work as part of a team of Duty Managers to assist the Operations Team in the day to day running of the facilities on the National Sports Campus; this role is predominantly based in the National Aquatic Centre. The Duty Manager is responsible for: the management of staff on designated shift periods, ensuring that the Health and Safety of staff and users is maintained at all times and leading the delivery of the excellent service standards to the customers.
KEY RESPONSIBILITIES
<ul style="list-style-type: none"> • Provide a friendly and welcoming atmosphere, reacting on a timely basis to any issues that arise, providing visible and dynamic leadership to deliver a first-class customer experience. • Ensure all facilities operate in a safe environment and that they are sufficiently resourced to deliver an excellent experience for all users. • Ensure staff are consistently motivated and engaged to deliver excellent standards of service by way of consistent management, ensuring the behaviors fulfilling the core corporate values are evidenced to by team members. • Ensure that operating procedures and standards meet or exceed industry regulation and best practice through continuous assessment and review of NOPs/SOPs. Ensure staff receive training on operational specific NOP's and updates on an ongoing basis. • Take responsibility for the Venue Manager position within the running of the facility you are assigned to and any events on campus, ensuring that event management plans and venue operational planning is given due consideration by the client/booking. • React on a timely basis to any issues that arise, and if necessary complete customer feedback/complaints process in accordance with company policy.

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- Production and management of employee’s roster within their areas of supervisory roles, ensure compliance with the Roster Management Policy. Line Manager responsibility for HR related matters concerning staff within your remit as appropriate.
- Together with your Line manager, ensure that professional development and training is considered, delivered and reviewed consistently.
- Liaise with the Health & Safety Team to ensure risk assessments are identified and managed in addition to conducting regular safety training/inspections within the facility and following-up on corrective actions where appropriate.
- Work with the Maintenance Team to maintain facilities to the highest standards, reporting issues, recommending upgrades and investment where necessary.
- Take ownership and accountability for the delivery of operational metrics and KPI’s.
- Play an active part in the duty managers meetings to ensure proper resolutions to all issues are identified and planning for upcoming bookings and events is in place.
- Have a flexible approach to work in response to business change, development and review of best practice, undertaking any other duties as requested.

The above contains the main outline of duties. However, it is inevitable that tasks may arise which may not fall within the remit of the above list of main duties. Employees are required to respond with a flexible approach when ad hoc tasks arise which are not specifically covered in their job description. Should an additional responsibility become a regular part of an employee’s job, the Job Description will be amended to reflect this.


JOBHOLDER KEY REQUIREMENTS:

Knowledge (Education & Related Experience):

- 3rd Level Qualification
- Minimum 3 years’ experience in management of staff operations and/or experience of service delivery management
- Experience of the leisure industry and or event management would be a distinct advantage (Desirable)

Key Skills

- Teamwork – ability to work with colleagues at all levels, both within and outside the organisation
- Excellent people management skills
- Excellent organisational skills with proven ability to meet deadlines (time management) and anticipate needs as required
- Strong interpersonal and communications skills
- Strong IT skills, with working knowledge of MS Office programmes
- Problem-solving skills with an attention to detail, the ability to identify, address and resolve problems in a timely manner
- The composure to deliver local, national and international events hosted in our facilities

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Key Behaviors

A candidate must reflect the company's core values of:

Excellence

- Always looking for ways to improve
- Accept responsibility to drive improvements
- Demonstrate professionalism and have expectations of our own performance and that of others
- Demonstrate a commitment to teamwork
- Adopt a positive approach to change

Respect

- Treat others as we would like to be treated
- Value different cultures and beliefs
- Display respect for and awareness of individual differences
- Seek out, listen and respect the ideas and opinions of others
- Engage in honest and direct communication at all levels in the organisation

Integrity

- Show accountability for our decisions and actions
- Develop and encourage open and honest work practises
- Take personal responsibility for our actions
- Deliver on actions we have promised

Customer focus

- Research and fully understand our customers' needs
- Do the ordinary things extraordinary well
- Go beyond what is expected by every customer
- Surprise ourselves with how much we can do

TO APPLY

Please send a cover letter outlining how you meet the key requirements and a copy of your CV to recruitment@nationalsportscampus.ie