



Job Outline

Culture and Customer Services

Job Title	Duty Manager	Post Number	
Responsible to	Senior Assistant Facility Manager		
Overall Purpose: The day to management of the operation of the centre in accordance with the Council Policies, Procedures and Financial Regulations.			

Principal Accountabilities	
1.	Management, training development and supervision of front line staff to ensure that the centre operate correctly, with correct staffing levels, to the standards of safety, cleanliness and customer care as expected by users.
2.	Organisation of events, including liaison with agents, promoters and other internal and external stakeholders, scheduling, technical support, and security, which ensures that the building operates in a satisfactory manner in accordance with its licenses.
3.	Ensuring that the building is maintained and cleaned in a satisfactory manner with all appropriate licenses and certificates, within allocated budgets.
4.	Support the operation of the facility including contribution to the overall management of the building and acting as duty officer as required.
5.	Any duties and responsibilities appropriate to the grade and level of responsibility of the post.
**	In this role you are required to speak English with sufficient fluency to effectively perform your duties, as required by Section 42 of the Immigration Act 2016.
**	The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility.



Employee Specification

Post Title: Customer Services Officer

Essential Criteria

- Must have valid RLSS National Pool Lifeguard qualification
- Must possess Pool Plant Operators certificate and understanding of pool water testing procedures
- Full driving license
- IoSH Health and Safety Certificate
- Suitable to work with children and vulnerable adults
- Must possess a current first aid at work certificate
- General leisure qualification (ILAM or equivalent)
- Treats customers with respect
- Gives the customer confidence in what they have done/said
- Manages customer contact
- Looks to improve efficiency
- Provides clear direction
- Listens to understand
- Builds rapport
- Delivers information clearly
- Enthuses others
- Demonstrates genuine concern
- Is clear, thorough and accurate
- Solves problems
- Works on own initiative
- Is a team player
- Acts with integrity and honesty
- Is non judgemental
- An ability to fulfil all spoken aspects of the role with confidence through the medium of English.

Desirable Criteria

- Understands the corporate role of being a manager/supervisor
- Institute of Customer Service qualification
- Coaching qualifications wet or dry
- Trainer assessor
- Analyses the future of identity options for service delivery



- Allocates and uses resources effectively
- Builds a shared understanding of the way forward
- Creates a culture of collaboration
- Builds networks and partnerships
- Prepares others for change
- Positively manage the change process
- Uses technology to manage information