



JOB ALERT: DUTY MANAGER

Location: Cygnet Leisure Centre DA11 8BU

Hours: 39hrs

Salary: £18,880

Closing date: 29th December 2021

About this job:

Gravesham Community Leisure (GCLL) is seeking to recruit an exceptional Duty Manager to assist the Operations Manager in the provision of the highest possible quality of service to our customers both in terms of facility presentation, health and safety, plant, machinery and equipment at Cygnet Leisure Centres.

Our Duty Managers are enthusiastic, committed and hardworking individuals who supervise and lead the centre team during their shift, ensuring everyone maintains GCLL high standards, delivers exceptional customer service, communicates effectively and complies with operational procedures. In addition, they play a key role in supporting the centre to achieve sales and retention targets in order to assist with the achievement of GCLL business objectives.

We would like to hear from you if you:

- Have excellent verbal, written and IT communication skills
- Have a good track record of managing the day to day running of a busy leisure centre
- Work with the Operations Manager and staff to implement effective business development strategy to grow membership numbers and contain costs
- Ensure the building and its equipment are maintained and operated in accordance with specified procedures and that the required standards of cleanliness are maintained
- Strive to deliver high customer service standards in all aspects of the facility
- Be responsible for the motivation and development of staff so they can achieve their full potential
- To supervise and assist with the day to day operation of the leisure centre
- Operate the building and facilities in accordance with Normal Operating Procedures, Emergency Action Plans, and the Health and Safety policy in order to provide a safe environment for all.
- Act as a key holder and open and close facility ensuring building/equipment checks are carried out as stipulated in the daily Check Sheets.
- To maintain high standards of cleanliness in the building
- To maintain a high standard of public relations & to positively deal with complaints within GCLL's company guidelines
- To take reasonable steps at all times to ensure the health and safety of yourself, other staff and members of the public who may be affected by your actions or omissions at work.

If you're a fast-thinker who's calm under pressure, responsible and a natural with people from all walks of life, this is your chance to progress as a Duty Manager. We also look for integrity, a can-do attitude, health and safety knowledge, and a customer service focus, combined with relevant professional qualifications such as NPLQ, PPO (desirable), Pool Management Qualification, FAWW

This position will involve evening and weekend work, including public holidays. All employees of GCLL benefit from free centre membership, contributory pension scheme, 4 weeks annual leave, sickness entitlement, and excellent training opportunities.

If you feel you have the skills and knowledge required for the above role, please submit Application to Helen Lake, Head of Human Resources, Head Office, Cascades Leisure Centre, Thong Lane, Gravesend, Kent DA12 4LG or telephone 01474 337471.

GCLL is an equal opportunities employer. Working in Partnership with Gravesham Borough Council and Swanscombe and Greenhithe Town Council