

## **Job Title: Sports Centre Duty Manager**

**Location:** Ashville College, Harrogate

**Department:** Sports Centre

**Reporting To:** Sports Centre Manager / Senior Duty Manager

### **Role Summary**

The Duty Manager is a core member of the Sports Centre management team and is responsible for the safe, compliant, and efficient day-to-day operation of the facility. This role carries full responsibility for pool plant operations where trained, alongside staff supervision, café oversight, and opening and closing procedures.

### **Why This Role is Needed**

This role is essential for creating a welcoming and professional first impression as well as creating a safe and enjoyable environment and to provide support for colleagues.

### **Key Responsibilities**

#### **Operational Management**

- Oversee daily operations across all facility areas.
- Supervise Sports Assistants and provide on-shift support, guidance, and decision-making.
- Act as the senior decision-maker on shift.
- Required to exercise professional judgement in line with training, policies, and the best interests of safety, safeguarding, and the Sports Centre.
- Authorised to restrict access, close facilities, or require individuals to leave the premises where safety, safeguarding, or operational concerns arise.
- Undertake any other reasonable duties commensurate with the role, as directed by the Sports Centre Manager or Senior Duty Manager. Job responsibilities may be reviewed and updated to reflect operational requirements.

#### **Pool Plant Operations (Core Duty Manager Responsibility)**

- Take responsibility for pool plant operations where trained and authorised.
- Carry out pool water testing and interpret results.
- Adjust chemical dosing levels and manage chemical handling in line with COSHH procedures.
- Undertake backwashing, system resets, and routine plant interventions as required.
- Monitor plant performance, pressures, alarms, and chemical stock levels.
- Duty Managers are the only on-site role authorised to undertake full pool plant interventions unless otherwise approved by the Sports Centre Manager.
- Escalate faults or issues beyond training or authority limits.

### **Café Oversight**

- Ensure the café operates effectively during trading hours.
- Monitor cleanliness, stock availability, and service standards.
- Ensure café operations comply with basic hygiene, cleanliness, and trading standards in line with centre procedures.
- Resolve or escalate operational issues as required.

### **Stock, Cash and Administration**

- Oversee cash handling and end-of-day procedures.
- Monitor stock levels across sales, café, and first aid.

### **Opening, Closing and Site Security**

- Take responsibility for opening and closing the Sports Centre.
- Secure the Sports Centre and other Ashville buildings used for trading events or activities as required.

### **Health, Safety and Safeguarding**

- Ensure full compliance with safeguarding and health & safety procedures.
- Escalate and document incidents, hazards, and safeguarding concerns appropriately.
- Expected to present themselves fit for duty and maintain professional conduct appropriate to a school-linked leisure environment.
- Required to comply with all Sports Centre and Ashville College policies, procedures, and operating manuals relevant to the role.
- Failure to follow established procedures, training, or reasonable management instructions may be treated as a disciplinary matter.
- Maintain confidentiality and comply with data protection requirements relating to members, staff, and Ashville College pupils.

### **Training, Qualifications and Meetings**

- Hold a valid National Pool Lifeguard Qualification (NPLQ) and participate in mandatory monthly NPLQ training.
- Hold or be working towards the National Pool Plant Operator qualification (NPPO / NPPF.)
- Attend all mandatory training sessions required for the role.
- Attend Duty Manager meetings, staff briefings, and additional training as directed.
- Maintain all required qualifications and complete refresher training within required timescales.
- Ongoing competence is required for the role and may be reviewed where performance, safety, or compliance concerns arise.

### **Understand the importance of safeguarding in education.**

In line with our commitment to safeguarding, all members of staff have a duty of care towards Ashville College pupils and are expected to report any such concerns to the Designated Safeguarding Lead.

Work in a manner that promotes and protects own health and safety, as well as that of other staff, pupils and visitors.

### **Education and Qualifications**

- Essential or Working Towards: Pool Plant Operator or at least foundational training in pool plant management.
- Essential or Working Towards: Gym Instructor Level 2 qualification.
- Essential: National Pool Lifeguard Qualification.

### **Experience**

- Experience of working in fitness centre environment.
- Experience of managing a small team.

### **Knowledge and Understanding**

- Computer literate Microsoft 365.
- Skills and Attributes.
- Excellent customer service skills.

*It is the shared responsibility of the job holder and their Line Manager to ensure that job descriptions are kept up to date.*

Job holder's signature: \_\_\_\_\_ Date: \_\_\_\_\_