# **C:\Users\Joanna Borley\Dropbox\House of Sport\Snaps\Logo 2015 jpeg - Copy.jpg**

# **Job Description**

**Job Title:** Duty Manager / Sports Area Manager

**Location:** House of Sport 1,2 & 3

**Reporting to:** Executive Director / Office Team

**Responsible for:** General Sports Area Management

**Rate of Pay:** Competitive – To be discussed at Interview

**Hours:** 40 hours over 5 days

1. **Purpose of the job**

The Cardiff City House of Sport is a cluster of high quality indoor multi-sport training facilities in Cardiff. Due to recent and further expansion plans, the company is looking to recruit a full time Duty Manager.

As a Duty Manager, you will supervise all key operational areas, manage staff resources, operations and activities to ensure that the Centres are operated effectively and efficiently at all times in accordance with all legislation and statutory requirements (in particular the Health & Safety at Work Act).

1. **Job Responsibilities**

* Being responsible for the optimal operation of the centre’s sports facilities and associated areas in terms of security, cleanliness, tidiness, safety of customers and emergency procedures;
* Manage staff rotas;
* Manage, develop and motivate a team of operational evening staff and ensure they carry out required duties and checklists whilst on shift;
* To liaise with Executive Director and interim office manager to conduct a programme of performance management and appraisal for staff
* Keep regular checks on all equipment to ensure repairs and hygiene are maintained;
* Ensure that the sports facilities and basic equipment are properly prepared and reinstated by staff members according to the schedule of activities;
* Ensure customer queries are handled professionally;
* Seek customer feedback on a regular basis and putting strategies in place to constantly improve the team’s delivery;
* Assist in the development of the Sports Centre activities and range of services in order to enhance the customer experience;
* Target planning and hitting targets;
* Control access to the centres and areas within by locking and unlocking as required;
* Support internal and external marketing initiatives and promotions to achieve maximum utilisation;
* Assisting and deputise general office duties when/if facilities are quiet and as/when required.

This job description serves to illustrate the type and scope of the duties currently required for the above post and to provide an indication of the required level of responsibility. It is not a comprehensive or exclusive list and duties may be varied from time to time, they will not however change the general character of the job or the level of responsibility entailed.

**CANDIDATE PROFILE**

An ideal Duty Manager should

* be extremely responsible and able to organise their fluctuating workload
* have a passion for leisure and experience dealing with organisational and staff management
* have great people management and leadership skills
* Work well alone and as part of a team
* have excellent problem solving skills
* have a recognised sports, recreation, fitness or management qualification
* drive brand reputation and standards
* have a good understanding of customer care and health & safety issues
* have a strong commitment to sport and fitness
* have event management experience
* be flexible in regards to reactive working hours
* have at least a management NVQ level 3
* have at least 1 years’ experience in a similar role

**The successful candidate will be subject to an Enhanced DBS check.**

### To apply, please send your CV to tjohnson@cmbeng.co.uk