

**ROLE OVERVIEW**

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| **Job Title:** Leisure Duty Manager Role |
| **Apprenticeship Level:** Level 3  **Apprenticeship Duration:** 18 months  **Grade:** £12,000 – £14,750 per annum  **Line Manager:** Fitness Centre Manager  **Section:** Fitness Centre |
| The primary role of the Leisure Duty Manager is to ensure the efficient day to day operations of the Fitness Centre, complying with the Health and Safety Policies and Procedures and Standard Operation Procedures. The work pattern typically covers a 7-day week, resulting in shifts that include weekends, daytime and evening as well as shifts in the gym.  **Entry Requirements**   * 5 GCSEs including English & Maths (Grade C/ 4 and above) * Gym Instructor (Level 2 or equivalent) * First Aid Qualification desirable * Applicant should have acquired relevant active experience in the leisure sector prior to enrolment * A satisfactory DBS certificate must be provided before a start date can be confirmed   **Technical Competencies**   * Respond quickly and efficiently to any complaints from staff or customers. Feedback any key issues to the Facility Manager. * To carry out duties of other members of staff if necessary, e.g. cover for breaks, holiday, sickness etc. * To be responsible for the opening and closing of facilities at the Fitness Centre and at all times for security of the building and its contents. * To identify and report maintenance requirements for equipment or premises. To liaise with the appropriate staff member and to initiate repairs where necessary. * To ensure the prompt preparation of all activity areas including the safe setting up, dismantling and storage of the equipment. * To ensure a consistently high standard of cleanliness and site presentation including the surrounding outside areas. * To carry out any general administrative duties that may be required. * GYM- Machine checks at the beginning of the day to check all working and report any problems to Fitness Centre Manager * Enrolling New Members to the Gym * Providing GYM inductions * Doing daily/ weekly updates, where necessary to the Facebook/ Instagram pages * Sports Hall/ Dance Studio Hires * Ensure the room is set up as required and left clear at the end of the session. * Ensure members queue on social distance markers * Take temperature checks before admittance to the centre * Set up and set down the appropriate place for enrichment activities * Arranging school holiday clubs and activities   **Technical Knowledge and Understanding**   * Knowledge and understanding of the key health and safety considerations in the day to day operation of sport and leisure facility operation. * Good knowledge of sport and leisure industry developments * Good knowledge of the high standards of cleanliness and site presentation required * Strong IT skills including the use of leisure management booking systems and the use of Microsoft Office Packages * Experience of gym inductions * Customer service experience * Cash handling experience   **Skills, Attributes and Behaviours**   * Enthusiasm * Professional * Team player * Excellent customer care skills * Excellent communication skills   More information on the above can be found on the apprenticeship standard website. Link below:  https://www.instituteforapprenticeships.org/apprenticeship-standards/leisure-duty-manager-v1-1 |