

South Downs Leisure

JOB DESCRIPTION

JOB TITLE	-	Duty Manager
TEAM	-	Operations
WORKING BASE	-	Worthing LC/Lancing Manor LC/Southwick LC
RESPONSIBLE TO	-	Operations Manager

OVERALL PURPOSE OF JOB

To manage the safe and secure operation of the building whilst ensuring the program is run smoothly and to schedule.

MAIN RESPONSIBILITIES

Health and Safety / Facility Management

- To be responsible for the efficient day to day operation of the facility with particular reference to public control, supervision, discipline and deployment of all operational staff.
- Ensure adequate standards of safety, cleanliness and hygiene are maintained.
- Carry out regular safety/monitoring checks and record as outlined on WAM.
- To attend to all first aid casualties and administer appropriate first aid.
- Ensure all records are maintained and Stitch Accident Reporting Procedures are followed.
- Ensure the appropriate emergency services are called if necessary.
- To assist with the training of new staff in all set up of activities we run.
- Unlocking the building in the morning and / or securing the building at the end of the days operation as and when required.
- Ensure adequate staffing levels are in place at all times during a shift.
- To record any operational and front of house staff absence to the relevant line manager.
- To check sick phone at start of shift and continue to encourage staff to use sick phone for any reporting of absence or lateness.

Customer Service

- Ensure that a high level of customer service is maintained by being helpful & courteous at all times.
- Work closely with the Management Team by communicating regularly and implementing systems

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Registered office: *Field Place, The Boulevard, Worthing, West Sussex, BN13 1NP*



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Till and Cash Handling

- Checking and securing of the daily takings in accordance with relevant SDL procedures.
- Ensure safe handling on any cash taken.
- Undertake cashing up duties as and when required.

General

- To undertake other duties appropriate to the post that may be requested from time to time by the Line Management and in line with the trust policies.
- To undertake relevant training when required.

Other

- Work will be on a rota basis which requires flexibility to help cover extra shifts as required during periods of leave and sickness.

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