**Apprentice Duty Manager**

**Apprentice rate, £6.40 per hour**

**(rate increases after 1 year)**

Are you looking to begin your career in the Leisure industry? Are you an enthusiastic individual with a passion for health and fitness?

We have a fantastic opportunity for an **Apprentice Duty Manager** to join our team at Anglian Leisure Bottisham!

Joining a supportive and knowledgeable team, you will gain valuable experience in many aspects of Sports Centre operations; leading and supervising a team, ensuring the highest levels of maintenance, cleanliness and safety, and proving excellent customer service.

You will also undertake a funded Level 3 Duty Manager qualification to support your knowledge and development, whilst gaining on-the-job experience!

Anglian Leisure Bottisham is a local dual-use leisure facility, aiming to provide an inclusive environment where the whole community has the opportunity to participate in a range of activities designed to promote health and well-being. To find more information on Anglian Leisure Bottisham, please visit: [Anglian Leisure | Anglian Learning](https://anglianlearning.org/about-us/anglian-leisure/)

Anglian Learning offers the following benefits to staff.

* Career Average Revalued Earnings Pension Scheme (CARE)
* Free membership to all [Anglian Leisure](https://anglianlearning.org/about-us/anglian-leisure/)’s Sports Centres - Bassingbourn, Bottisham, Sawston, Joyce Frankland, Linton and Netherhall
* 20% Discount on Adult Education Classes run by Anglian Learning School’s
* Employee Assistance Programme via Health Assured
* Cycle To Work Salary Sacrifice Scheme
* Discounted Eye Care Vouchers
* Annual Flu Jab Vouchers
* Perkbox
* Investment in Personal Development

To find out more about the role, contact Harry Bubb, Sports Centre Manager, on hbubb@bottishamvc.org. Applications must be submitted via MyNewTerm, by clicking ‘Apply Now.’ We look forward to hearing from you!

*Anglian Learning is committed to safeguarding and promoting the welfare of young people and vulnerable adults. We expect all staff to share this commitment and staff in regulated activity will be subject to an Enhanced DBS Check and a barred list check. Certificates of Good Conduct and other checks may be requested if applicable. This post is exempt from the Rehabilitation of Offenders Act. Our policies for Ex-Offenders, GDPR and Recruitment can be found on our website:* [*www.anglianlearning.org.*](http://www.anglianlearning.org.) *We value diversity and welcome applications from all, including those with protected characteristics under the Equality Act. Flexible working will be considered.*

**Job Description**

**Apprentice Duty Manager**

# Anglian Learning is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

**Site** Anglian Leisure Bottisham

**Salary**

**Hours of work** 37 hours a week, 52 weeks a year worked according to a shift pattern including mornings, evenings and weekends.

**Responsible to** Sports Centre Manager

**Job purpose** To be responsible for the safe and efficient running of the Sports Centre when on operational shifts, including the effective supervision of operational staff.

# Main responsibilities

|  |  |
| --- | --- |
| **Core Purpose** | * Ensure that the Sports Centre is operated as efficiently and safely as possible, including the effective supervision of operational staff. * Daily procedures including unlocking and securing the Centre buildings and dealing with any emergencies or incidents as necessary. * To assist the Sports Centre Manager as required in the administrative, financial and promotional work of the Sports Centre. * Demonstrate positivity, professionalism and the ability to motivate colleagues and customers. * Ensure standards of cleanliness, maintenance and safety are of the highest levels. * To demonstrate exceptional management and leadership skills, acting as a role model for outstanding work ethics. |
| **Core Accountabilities** | * To organise and supervise operational staff effectively. Ensuring staff are demonstrating professionalism and efficiency and undertaking tasks as outlined in the Centre’s PSOP. * To deal with incidents, accidents and complaints where necessary. * Ensure standards of cleanliness, maintenance and safety are of the highest levels at all times. * To undertake swimming pool testing and take remedial action where necessary and if required. |

|  |  |
| --- | --- |
| **Responsible for**  **Key Tasks:**  **full operational**  **procedures on**  **operational**  **shifts** | * Ensure that the Sports Centre is operated as efficiently, effectively and safely as possible, upholding the ethos of Anglian Learning and the Centre at all times. * Daily procedures including unlocking and securing the Centre buildings and dealing with any emergencies or incidents as necessary. * Demonstrate positivity, professionalism and the ability to motivate colleagues and customers. * Ensure standards of cleanliness are of the highest levels. * To undertake swimming pool testing and take remedial action where necessary and if required. |
| **To organise and**  **supervise**  **operational staff**  **effectively** | * Accountable for ensuring that operational staff are demonstrating professionalism and efficiency and undertaking tasks as outlined in the Centre’s PSOP. * Ensure staff are deployed efficiently and effectively to offer the * highest customer service levels. * To demonstrate exceptional management and leadership skills, acting as a role model for outstanding work ethics. * Ensure operational staff are fully trained to undertake their duties safely and efficiently. * To assist with peer assessments and performance management reviews for operational staff, being prepared to address any underperformance. |
| **To deal with incidents, accidents and complaints where necessary** | * Ensure incidents and accidents are dealt with in accordance with the Centre’s PSOP. * Complaints should be resolved satisfactorily and professionally using knowledge and initiative where possible. |
| **To assist the**  **Sports Centre**  **Manager as**  **required in the**  **administrative,**  **financial and**  **promotional**  **work of the**  **Sports Centre** | * To implement new ideas and initiatives to move the Centre forwards and offer the best possible customer experience. * To manage the Reception Area and maintain detailed administrational records. * To assist with the planning, organisation and supervision of activities within the Centre. * To actively promote the Sports Centre, attend meetings and events as required and liaise with external agencies and governing bodies as necessary. |
| **Ensure standards of cleanliness, maintenance and safety are of the highest levels at all times.** | * To undertake a daily inspection of the Sports Centre buildings and facilities, reporting any areas requiring repair or maintenance. * To comply with individual responsibilities in accordance with the role, for Health and Safety in the workplace. * To ensure the Health and Safety of all customers and staff. * To complete Health and Safety documentation as required. |
| **Fitness Suite/Swimming Pool duties** | * To undertake irregular swimming instructor duties if required whilst on shift. * To carry out inductions and personal training plans if required |
| **Additional duties** | * To become RLSS Pool Lifeguard trained and attend regular training sessions. * To carry out additional duties and responsibilities as requested by the Sports Centre Manager. * To be an active member of the College community, to support its distinctive ethos and to encourage staff to follow this example. * To continue personal development as required. * To engage actively in the performance management process. |

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task may not be identified. Employees will be expected to comply with any reasonable request from the Sports Centre Manager to undertake work of a similar level that is not specified in this job description.

**Person Specification**

**Sports Centre Duty Manager**

**Anglian Learning is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.**

|  |  |  |
| --- | --- | --- |
| **Education** | **Essential** | **Desirable** |
| GCSE in Maths and English (or equivalent qualification) |  | ✔ |
| Fitness Instructor Level 2 (or equivalent qualification/ experience) |  | ✔ |
| RLSS National Pool Lifeguard qualification |  | ✔ |
| NPLQ |  | ✔ |

|  |  |  |
| --- | --- | --- |
| **Experience** | **Essential** | **Desirable** |
| Carrying out inductions and personal training plans |  | ✔ |
| Experience of undertaking master training sessions/swimming pool testing |  | ✔ |
| Health and Safety monitoring of a site |  | ✔ |
| Management of a small team |  | ✔ |

|  |  |  |
| --- | --- | --- |
| **Professional Qualities** | **Essential** | **Desirable** |
| A high level of organisational ability | ✔ |  |
| Ability to establish productive working relationships | ✔ |  |
| Excellent communication skills enabling effective liaison with a wide range of stakeholders, including staff, pupils, parents, governors, the local community and external organisations | ✔ |  |
| Able to converse at ease with members of the public, understand and interpret requirements accurately, by effective listening, questioning, clarification and recording of information. To provide advice in accurate spoken English. | ✔ |  |
| Ability to learn quickly | ✔ |  |
| Ability to work independently and as part of a team | ✔ |  |
| Ability to prioritise and meet deadlines | ✔ |  |
| Discreet and committed to maintaining confidentiality | ✔ |  |
| Ability to lead and motivate others | ✔ |  |

|  |  |  |
| --- | --- | --- |
| A high level of literacy with the ability to proof-read and draft communications | ✔ |  |
| Highly skilled in a range of office applications, such as Google G-Suite (mail, sheets, docs, slides) and/or MS Office (Word, Excel, PowerPoint, Outlook) | ✔ |  |
| Proficient in SIMS.net or other school management information system |  | ✔ |
| Flexibility in relation to tasks carried out | ✔ |  |
| Willing to undertake further training as required | ✔ |  |
| An interest in education | ✔ |  |

|  |  |  |
| --- | --- | --- |
| **Personal Qualities** | **Essential** | **Desirable** |
| A commitment to safeguarding and promoting the welfare of children | ✔ |  |
| Energy and enthusiasm | ✔ |  |
| Confidence | ✔ |  |
| Resilience | ✔ |  |
| Good sense of humour | ✔ |  |
| A sense of perspective | ✔ |  |
| Ability to remain calm in difficult situations | ✔ |  |
| Ability to work as part of a team | ✔ |  |
| Excellent attendance and punctuality | ✔ |  |
| A liking and respect for young people | ✔ |  |
| Appropriate professional relationships with colleagues and children | ✔ |  |