

Duty Manager

Job Ref: REQ260460

School/Department summary:

Loughborough Sport is the overarching sport and physical-activity Professional Service of Loughborough University. It covers a wide spectrum: elite performance sport, recreational sport, coaching and volunteering, facilities, student clubs, and inclusive programmes.

Job Description

Job Family and Grade: Operational Services Grade 4 (OP4)

Job Purpose:

To be responsible for providing an excellent standard of customer service. To create a welcoming and supportive environment by supervising the day to day operations of the facility (or a group of facilities), ensuring that industry leading standards of housekeeping, maintenance, cleaning and health and safety are provided and maintained.

Key Tasks:

- Maintain a high degree of visibility throughout the facility, proactively developing and maintaining customer service standards to the highest level possible.
- Supervising and ensuring staff are adequately trained and qualified to provide consistently excellent levels of customer service.
- Ensure the facility is prepared for use in accordance with the programme of activities.
- Ensure compliance with all University policies and procedures.
- Ensure all aspects of Health and Safety, facility cleanliness, maintenance and security are maintained to the highest standards throughout.

Duties and Responsibilities

- Open and close the facility and ensure it is ready for use each day, setting the security systems as required and ensuring all building checks are completed.
- To provide excellent customer service by creating a welcoming environment and promoting a high-quality experience for all customers.
- Respond to customer enquiries, comments and complaints that may arise in the delivery of service.

- Allocate duties and tasks as necessary to staff and ensure they are carried out safely and to the highest standards, including cleaning and equipment set ups.
- To ensure compliance with the Normal Operating Procedures and Emergency Action Plan.
- To support the Facility Manager (and Senior Facility Manager) with activities and events to increase the growth of participation, membership income and to ensure continued support for our National Governing Body partners at Loughborough University.
- Monitor and supervise the work carried out, addressing staff performance issues as necessary.
- Assist with ensuring all risk assessments, operating procedures and emergency plans are regularly reviewed and updated as necessary.
- Undertake Pool Plant duties to ensure the effective operation of the plant room, taking remedial action when required.
- To provide and participate in training and give guidance on all aspects of the facility operation.
- When required, supervise more complex equipment and events setups, change overs and other customer service expectations.
- Develop effective relationships with internal University departments and external service providers to ensure an effective service delivery.
- Ensure appropriate action is taken in response to any emergency situation, including administering first aid as necessary and completing the appropriate paperwork.
- Report and monitor all faults via the relevant procedure and policies of both Loughborough Sport and the University.
- Complete the relevant Health and Safety, Cleaning and Maintenance audits at regular intervals.
- Ensure all staff have completed a thorough induction process in line with the relevant documentation and procedures and complete the relevant performance and development reviews including personal development plans.
- Coach and manage staff to ensure excellent customer service is delivered.
- Utilise problem solving skills to deal with the various situations that may arise.
- Communicate and work with other Loughborough Sport staff across the campus to ensure consistent procedures and service standards are maintained.
- Ensure daily takings are accounted for during a shift in accordance with University financial guidelines and Loughborough Sport policy and procedures and that any irregularities are dealt with appropriately.
- Be aware of the facilities' budgetary requirements, ensuring that the facilities operate within these parameters for both income and expenditure.
- Complete the necessary stock checks, ordering and updating inventories as required.
- Understand, operate and deal with any general queries regarding the Legend booking management system.

- Attend and run staff meetings and contribute appropriately.
- Provide the appropriate cover for other roles as required.
- Any other duties that are commensurate with the grade of the post.

Points to Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

Special Conditions

The post holder will be required to work shifts including evenings, weekends and bank holidays/University closure days.

Place of work may be changed to another set of sports facilities on campus if required to meet the needs of the business.

The post holder may be expected to use and drive University vehicles.

Staff are required to wear Loughborough Sport designated uniform whilst on duty.

Organisational Responsibility

Reports to the Senior Facility Manager.

Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

Essential Criteria

Area	Criteria	Stage
Experience	Significant Duty manager / supervisor experience including supervision of staff.	1,3
	Previous experience of working as part of a team.	1,3
	Previous experience of organising and scheduling a wide range of activities.	1,3
	Previous use of a computerised bookings, memberships and payment system.	1,3
	Proven experience of providing excellent customer service as a Duty Manager/ supervisor within a busy service industry e.g. leisure or hospitality.	1,2,3

Skills and abilities	Excellent communication and interpersonal skills. The ability to communicate effectively, share information and understand the impact upon others.	1,2,3
	An understanding of what excellent customer service means and the ability to carry that out.	1,2,3
	Be trustworthy and act with integrity.	1,2,3
	Be diligent, committed and effective in the work you do.	1,2,3
	Ability to encourage and empower others.	1,2,3
	Ability to take ownership of a task, problem solve and make decisions.	1,2,3
	Enthusiastic, positive and motivated with the ability to create (and strive to make) a positive environment.	1,2,3
	Excellent organisational skills.	1,2,3
	Ability to use Microsoft Office (Word, Excel, Access and PowerPoint) and Outlook to a high standard.	1,2,3
	IT skills sufficient for general correspondence/report writing and using a computerised booking system.	1,3
	Ability to monitor and utilise data (i.e. attendance figures).	1,3
	Ability to work under pressure.	1,2,3
	Flexible approach to tasks and workloads.	3
Training	Be committed to, and actively participate in, a programme of continuing personal professional development.	1,3
	Demonstrate evidence of having undertaken further training.	1,3
Qualifications	GCSE in English and Maths or equivalent relevant experience.	1
	Basic literacy and numeracy.	1
	Current First Aid at Work qualification.	1
	Recognised Level 2 Fitness Instructor Qualification or the ability to gain this within 12 months.	1
Equality and Diversity	Evidence a good working knowledge of equal opportunities and understanding of diversity in the workplace.	1,3
Other	A commitment to observe the University's Equal Opportunities and Health & Safety policies at all times.	1
	To provide a satisfactory disclosure statement.	1
	A commitment to observe and uphold the Loughborough Sport Anti-Doping Policy.	1,3
	Willingness to work irregular hours.	1,3
	Full driving license and a willingness to drive the University vehicle when required.	1,3

Desirable Criteria: These are skills, experience and competencies that are additional extras that may be used to narrow the pool down if we receive a high volume of applications that meet the essential criteria.

Area	Criteria	Stage
Experience	Customer care training.	1
	Previous experience of shift working and weekends.	1,3

	Previous experience of supervising sports halls and gym environments.	1,3
Skills and abilities	Experience of using social media to communicate with customers.	1,3
	Previous experience of the Legend booking system and Learn to swim software package.	1,3
Qualifications	Pool Plant Operators Certificate.	1
	NPLQ Trainer Assessors qualification.	1
Other	An understanding of University Sport.	1,3
	Interest in Sport.	1,3

Conditions of Service

The appointment will be subject to the [University's Terms and Conditions of Employment](#) relevant to the job grade.

Shared University Responsibilities

As a member of the Loughborough community, you are expected to:

- Take reasonable care of yourself, others and the environment, and to prevent harm by your acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Sustainability Policies & Procedures.
- Support and contribute to the University's commitment to Equity, Diversity, and Inclusion (EDI), while carrying out all duties in a way that respects these principles and upholds the right to free expression. Further information about EDI at Loughborough and our strategic aims is available on our website.

Our Purpose, Vision, and Values

Our purpose, Vision and Values underpin all that we do and shape how we work together at Loughborough.

We're proud to promote our values: **Adventurous**, **Collaborative**, **Creative**, **Authentic** and **Responsible**. Our people bring these values to life every day, and they are central to the positive and supportive culture that makes Loughborough unique.

If you join us, you'll be encouraged to bring these values to life in your own work and contribute to the positive, supportive culture that makes Loughborough unique.

Read more about our [vision and values](#).

Our Accreditations



We strive to create a culture that supports equity and celebrates diversity throughout the campus. The University holds a [Bronze Athena SWAN award](#) which recognises the importance of support for women at all stages of their career.



We are proud to be a [Race Equality Charter Member](#). The Charter aims to improve the representation, progression and success of all minority ethnic staff and students within higher education and address issues of racism within higher education institutions (HEIs).



We are proud to be a Disability Confident Employer and have adopted a proactive approach to employing disabled people and to creating a more diverse workforce. We ensure that our recruitment processes are inclusive and accessible. We guarantee to offer an interview to all applicants who have declared a disability, provided that the essential criteria for the role are met. We proactively anticipate and provide reasonable adjustments and support existing employees who acquire a disability or long-term condition to thrive in the workplace.



We are a real living wage employer, and our Living Wage Employer Mark shows our commitment to paying our staff according to the cost of living.



We are proud supporters of the [City of Sanctuary movement](#) and delighted to be recognised as a University of Sanctuary. This national network brings together, university staff, lecturers, academics, and students, who together work to make Higher Education institutions places of safety, solidarity and empowerment for people seeking sanctuary.

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.