

**Job Title:** Duty Manager

**Grade:** 4

**Salary:** £24,590 to £26,707 per annum, pro-rata if part-time

**Department:** Sport & Active Life

**Hours/Contract:** Full-time, fixed term contract till 31 January 2028

**Job Family:** Management and administration

**Reference:** 12568

## Role Purpose

The Duty Manager is one of eight posts across two sites, responsible for the day-to-day operational management of the Sports Centre and associated facilities. Working on a flexible shift pattern, the Duty Manager is the manager on site who is responsible for leading and supervising all staff on duty to maintain high standards of service, safety, and facility presentation.

The postholder reports to the Facilities Operations Manager and Operations Lead, and will oversee all operational activities, including customer service, facility checks, maintenance reporting, and adherence to health and safety procedures. They will act as the designated first responder to any emergency, including those within wet areas, and must hold or be willing to achieve the Swimming Pool Emergency Rescue Award (SPERA).

## Resources Managed

- Approximately 8000 Sports Centre members (5000 students, 3000 staff, public & alumni)
- 2000-member "Team Leicester" club (Students & staff)
- Operational responsibility whilst on shift for swimming pool, Sauna & Steam rooms, spa pool, gym, aerobics studios, \*full-sized floodlit all-weather pitch, floodlit 5 a-side pitch, 11 tennis courts, athletics track, floodlit rugby training pitch, and other amenity areas & car park (\*site specific)
- Managing a small team to ensure standards are always high. Managing staff scheduling, sickness and PDDs and performance management

## Main Duties and Responsibilities

- To manage the day-to-day operations and staffing of the Sports Centre whilst on shift to ensure safe, efficient, and high-quality service delivery.
- Act as senior on-site representative, responsible for opening/closing procedures, cashing-up, facility checks, maintenance reporting and health and safety compliance.
- Be the first responder to any first aid pool or facility-related incident or emergency.
- Provide excellent customer service, welcoming members, managing access, handling enquiries and administering bookings via the dedicated management system.



- Administer and promote membership schemes for the University's Sports facilities, including processing payments, conducting tours, and maintaining accurate records.
- Implement and manage all operational Health & Safety procedures, ensuring the facilities are safe, clean and well-maintained.
- Liaise with contractors, university departments, and external users to ensure that facilities are safe, activities and maintenance work.

### Internal and External Relationships

- Internal: Duty Managers, Sports Assistants, Active Life Advisors, Instructors, other University departments, i.e., Operations and Administrative staff, Estates and Campus Services, Procurement and Room bookings.
- External: Community Sports groups, club organisers, conference users and contractors.

### Planning and Organising

- Plan and prioritise daily operations, ensuring smooth handovers between shifts
- Respond proactively to unplanned situations such as emergencies, maintenance issues, or staff shortages.
- Carry out defined tasks in accordance with established operating procedures.

### Qualifications, Knowledge and Experience

#### Essential

- 5 GCSEs (grade C/4 or above) or equivalent\*
- Relevant experience in a leisure or sports facility environment\*
- Sound understanding of health and safety policies and procedures\*
- Proven experience managing and motivating multi-skilled teams to achieve operational goals and high-quality service standards. \*

#### Desirable

- Experience in a customer service-focused role\*
- Current First Aid at Work certificate
- NPLQ lifeguard qualification



- Pool Plant Operator Certificate
- Swimming Pool Emergency Rescue Award (SPERA)

**\*Criteria to be used in shortlisting candidates for interview.**

## Skills, Abilities and Competencies

### Essential

- Ability to remain calm and take control in emergency situations.
- Strong organisational and leadership skills
- Excellent attention to detail and record keeping\*
- Enthusiasm for sport, fitness and active lifestyles. \*
- Must be able to work on a shift pattern\*
- Good written\* and verbal communication skills
- Flexibility working on a rotating shift pattern. \*

***Criteria to be used in shortlisting candidates for interview***

## Criminal Declaration

If you become an employee, you must inform your manager immediately, in writing, if you are the subject of any current or future police investigations/legal proceedings, which could result in a criminal offence, conviction, caution, bind-over or charges, or warnings.

## Supporting University Activities

As a University of Leicester citizen, you are expected to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We expect all staff as citizens to work flexibly across the University if required.



## University Values

**Inclusive** - We are diverse in our makeup and united in ambition. Our diversity is our strength and makes our community stronger.

**Inspiring** - We are passionate about inspiring individuals to succeed and realise their ambitions. We challenge our community to think differently, to get involved, and to constantly embrace new ideas.

**Impactful** - As Citizens of Change we will generate new ideas which deliver impact and empower our community

## Freedom of Speech

The University is committed to upholding freedom of speech and academic freedom within the law throughout our recruitment processes. We ensure that all candidates are considered based on merit and suitability for the role, without regard to their lawful viewpoints or the expression of challenging or controversial ideas. Our recruitment policies and practices are designed to protect applicants from discrimination or adverse treatment on the basis of their opinions, and to foster an environment where open debate and diverse perspectives are valued as essential to our academic mission.

## Equity and Diversity

We believe that equity, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equality support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equity, diversity and inclusion.

