

Job Description

Post Title: Duty Manager / Senior Duty Manager
Grade and Salary: HSV5 – HSV6 / HSV7 per annum plus Performance Related Pay
School/Department: Hertfordshire Sports Village / Operations
Responsible to: Operations Manager
Responsible for: All Duty Assistants and staff working on shift

MAIN PURPOSE OF THE JOB

The Duty Manager plays a pivotal leadership role in ensuring the seamless delivery of all bookings and events during operational hours. The postholder will be accountable for the performance and development of Duty Assistants, leading their teams effectively, upholding service excellence and maintaining a safe, clean and welcoming environment. The role demands proactive oversight, planning, coaching and coordination to ensure the team consistently deliver services aligned with our vision, mission and values.

RESPONSIBILITIES AND DUTIES

Key Results Areas and Tasks
Oversight of Team and Leadership • Provide direct supervision, guidance and support to the operational team during shifts. • Motivate and inspire by leading from the front to ensure the team on shift uphold HSV standards in customer service, cleanliness, health and safety, and operational efficiency.
Service Delivery and Development • Champion a culture of exceptional customer experience across all shifts. • Support the team on shift in resolving customer concerns and gathering feedback. • Ensure the operational team are briefed on upcoming events, operational changes and service expectations. • Collaborate with other managers to maintain high standards across all facilities and services. • Take ownership on shift by looking for issues before they arise, providing proactive, can-do solutions. Work on-shift with attention to detail and a passion to improve our operation.
Team and Activity Management • Work as part of an effective and efficient management team, preparing operationally for tomorrow, next week and beyond. Covering operational departments, swapping and flexing work patterns to maintain service excellence. • Coordinate rotas and staffing plans in collaboration with other Duty Managers to ensure optimal efficient coverage to reflect operational requirements. • Lead the recruitment, induction and ongoing development of operational team members. Deliver motivational and effective training to the operational team as and when required.

• Facilitate one-to-ones, team meetings and annual performance development reviews with Duty Assistants. • Actively promote a culture of empowerment, accountability and recognition amongst the operational team.
Health and Safety
• Be responsible for the operational shift from opening and/or closing the facility as required, and lead the team through the shift, managing every planned and unplanned scenario in line with HSV procedures and training. • Ensure the operational team are trained and compliant with all health and safety protocols. • Oversee the implementation and review of Normal Operating Procedures (NOPs) and Emergency Action Plans (EAPs). • Support the Operations Managers in conducting audits, risk assessments and incident reporting.
Financial Oversight
• Ensure accurate end-of-shift cash-ups and follow financial procedures. • Identify and support the implementation of efficiency savings and income opportunities.
Strategic Contribution
• Support the operations team in achieving annual strategic business objectives. • Actively contribute to the development of operational strategies and service improvements. • Liaise with internal departments (e.g. Bookings, Marketing and Maintenance) to ensure the operational team are informed and aligned. • Represent the Duty Management team in meetings and planning sessions.

Responsibilities & Accountabilities: (Senior Duty Manager) HSV 7.20-7.22
Oversight of Team and Leadership
• Excel at staff performance management. Taking proactive ownership of team management from recruitment and induction through to further development, ensuring team members are supported and encouraged to perform at their best.
Service Delivery and Development
• Take ownership of a facility area (e.g. outdoors, indoors, pool) and lead on all related operational matters relevant to this area. Making improvement and driving efficiency, effectiveness and, in turn, generating income. • Lead on facility management audits and meetings, liaising with the bookings team to schedule maintenance works to reduce the impact on service.
Team and Activity Management
• Deputise for the Operations Managers as and when required.
Health and Safety

• Assist with preparation for external quality review and audits. • Identify and deliver training to new and established team members including service, manual handling, NPLQ, emergency and operation specific.
Financial Oversight
• Support with accurate operations budget monitoring, planning and forecasting. • Actively explore and implement opportunities to generate additional income or efficiency savings.
Strategic Contribution
• Support with the monitoring and reviewing of strategic business objective performance.

OTHER Responsibilities

To contribute positively to the development of the wider UH Sport and Hertfordshire Sports Village business.

Undertake any tasks or additional responsibility that the Director of Sport may deem appropriate to the level of the post.

STAFF MANAGEMENT DUTIES

1. Oversight of staff issues for those within the allocated group including excellent people management, appointment, probation, appraisal, development, promotion and progression, review of performance according to policies and procedures agreed by the University.
2. Maintenance of records of staff development activities.
3. Oversight and monitoring of staff workloads in order to ensure an equitable distribution of staff loadings across the staff group and the most effective use of staff resources.
4. Ensuring talented staff in the groups are recognised, rewarded, and retained so ensuring that suitable succession plans are in place.
5. The visible commitment, management, and maintenance of high standards of safety throughout their domain commensurate with current Health and Safety legislation and with the University's Health and Safety policy.
6. Identify achievable equality goals.

SUPERVISION RECEIVED

The Duty Manager/Senior Duty Manager will report to the Operations Manager who will provide regular supervision, one to one meeting, annual performance development reviews and strategic direction. This role requires initiative and autonomy during shifts.

SUPERVISION GIVEN

The Duty Manager/ Senior Duty Manager will line manage and mentor Duty Assistants, ensuring effective delivery of shifts and operational standards are upheld.

RELATIONSHIPS/CONTACTS

Internal: all customers and potential customers of the Sports Village; HSV colleagues; staff from different areas within the company; staff within the University including academics, management, support services and subsidiary companies; staff from the PFI partner company (Pinnacle); other internal suppliers of services.

External: Clubs, organisations and individuals who use or could use the facilities and services. Customers from the community, businesses and business organisations, local authorities, including education and leisure services, external agencies and suppliers, professional and amateur sports clubs and organisations, local and national media.

REHABILITATION OF OFFENDERS ACT DISCLOSURE AND BARRING SERVICE

This post is exempt under the Rehabilitation of Offenders Act 1974 as amended. The University requires that the successful applicant who is offered employment will be subject to a criminal record check from the Disclosure Barring Service before the appointment is confirmed. An Enhanced Disclosure will be required, and this will include details of cautions, reprimands or final warnings, as well as convictions. The University of Hertfordshire complies with the 'Code of Practice for Registered Persons and other recipients of Disclosure Information'.

Overseas applicants and UK applicants who have lived abroad

Successful applicants who have lived outside the UK, for 12 months or more (whether continuously or in total), in the last 10 years, will be required to produce a 'Certificate of Good Character/Conduct' from each of those countries.

TERMS AND CONDITIONS OF EMPLOYMENT

Conditions of Service

Hertfordshire Sports Village and other sports activities within the University of Hertfordshire are managed by Polyfield Property Ltd., which is a wholly owned subsidiary company of the University of Hertfordshire. The terms and conditions of employment are reviewed by the Board of Polyfield Property Ltd.

Hours of Work

This post is a full-time position (1.0 FTE) consisting of 37.5 hours per week. Actual working hours will vary as per business requirements. This position requires the post holder to be flexible and when necessary, support the staff on shift, at times offering cover, which may include early mornings, evenings, weekends and bank holidays. Time off in lieu (at flat rate) is given for hours worked in excess of the standard week.

Annual Leave

The annual leave year runs from 1st October to 30th September. Staff are entitled to 23 working days paid holiday (pro rata for part time contracts) during the course of the holiday year. After two years continuous service, holiday entitlement will increase to 24 days and after four years an additional 2 days are awarded. Time off in Lieu will be awarded (at flat rate) for hours worked on bank holidays.

Salary: HSV5 - HSV6 / HSV7 plus Performance Related Pay

An annual pay increase to recognise the cost of living/inflation will be paid subject to approval by the Board of Polyfield Property Ltd. The post is subject to performance review and may qualify for a performance related bonus after completion of a probationary period. Salaries are paid in arrears by credit transfer to a named bank or building society

Appointments confirmed at HSV7 will be dependent on significant and demonstrable skills and experience which align with the desirable criteria accompanied by the additional accountabilities and responsibilities stated. There will be the ability to move up through the salary grades as knowledge and experience grows within the role and agreed set criteria met. This will be monitored through regular one to one and appraisal meetings.

Pension

The Company will comply with any automatic enrolment duties it may have in respect of you under part 1 of the Pensions Act 2008. The Company is currently using the National Employment Savings Trust (NEST) pension scheme in respect of these duties.

Membership of the scheme is strictly subject to the rules of the scheme which may be amended from time to time.

If you are enrolled into the NEST pension scheme, the Company shall be entitled to deduct from your salary any amounts payable by you as member contributions.

The Company reserves the right to vary or discontinue any scheme in place from time to time.

Additional Benefits

Staff are welcome to use the facilities at Hertfordshire Sports Village in accordance with our staff usage policy. Staff may also nominate one person to receive a discounted membership.

A uniform is provided for all appropriate staff.

As a subsidiary company of the University of Hertfordshire staff may utilise all benefits open to UH staff, this includes access to catering outlets and Learning Resource Centre, discounted travel on Uno buses, access to discounted nursery facilities. Staff may also access courses run by the Staff Development Unit, University and Associated Colleges, assuming this does not conflict with requirements of your post.

There is a sick pay/sick leave scheme in operation.

This document outlines the duties required, for the time being, of the post entitled Duty Manager/Senior Duty Manager to indicate the level of responsibility. It is not intended to be a comprehensive or inclusive list and the Head of Operations may vary duties, from time to time, which do not change the general character of the job or the level of responsibility entailed.

PERSON SPECIFICATION

Post Title: Duty Manager / Senior Duty Manager

QUALIFICATIONS & MEMBERSHIPS

*Essential /
Desirable*

Educated with a minimum of 5 GCSE's at grade C/4 or above including Maths and English or equivalents (BTEC's, NVQ's, GNVQ's etc)	Essential
Current First Aid at Work or the ability to achieve within 3 months.	Essential
Current NPLQ with up to date and obtainable training records or the ability to pass in the first 3 months	Essential
Health and Safety Qualification	Desirable
NVQ level 2 or above / 3 A levels at grade A-C or equivalent Event Management experience and/or qualification	Desirable
RLSS Trainer Assessor	Desirable
First Aid at Work Instructor	Desirable
Related degree or equivalent	Desirable
Additional desirable at Senior level: IOSH Managing Safety qualification or equivalent	Desirable

EXPERIENCE

Experience of managing teams in a customer-facing environment.	Essential
Proven track record of solving problems and thinking on your feet.	Essential
Previous experience of inducting new and developing all members of staff through proactive management.	Essential
Up-to-date knowledge of health and safety legislation, best practise and risk assessments	Essential
Experience of writing and implementing procedures and risk assessments.	Essential
Supervisory operational experience in a 'wet and dry' sports facility.	Desirable
Proven experience and up to date knowledge of industry specific Health and Safety legislation and good practice.	Desirable
Outdoor facility experience e.g. Grass pitches and/or artificial pitches.	Desirable
Experience of delivering staff training.	Desirable
Management of an operational department ensuring an excellence in service delivery.	Desirable
Additional desirable at Senior level: Previous experience leading on the management of an operational area/facility Significant People Management experience, leading and instigating processes.	Desirable

Operational budget and forecasting experience	
Previous experience managing contractors	
Significant large event management experience, leading on delivery	

KNOWLEDGE AND ABILITY

Excellent with IT packages and use within the leisure industry.	Essential
Strong organisational skills	Essential
Communication and Influence – is able to communicate openly and effectively at all levels in the business, engaging others to understand what is being communicated. Drives two-way communication across their teams and wider colleagues, thereby enhancing working relationships. Has impact and credibility, using knowledge and expertise to influence all levels to achieve results. Understands how to adapt their style and tone to the audience, and can be persuasive and convincing in approach.	Essential
Relationship Management & Team Work – is able to build effective working relationships at all levels with ease. Is approachable and flexible in style, and is respected by others. Is comfortable in managing the team and customers, using their knowledge, demonstrating their capability, and clear communication skills. Is a team player, and a visible member of staff across the business.	Essential
Innovative – is able to think up fresh innovative ideas and solutions to improve business performance. Is able to seek out and explore new opportunities to improve ways of working, new products and services, and identify a range of solutions to think about how to achieve better results. Is creative in thinking, but realistic and presents commercially viable successes.	Essential

BEHAVIOURS AND ATTRIBUTES

Has a visible determination and presence to contribute and achieve, and so adopts a proactive approach to work. Is a self-starter, and consistently maintains high levels of activity and productivity. Is able to bring drive, focus, and discipline into their role and inspire and energise others to behave similarly. Is passionate about the products and services.	Essential
Passion for service excellence and team development	Essential
Attention to Detail – is accurate in approach to work, especially when working at pace or under pressure of work. Is numerate in thinking, and able to identify trends, what it represents, and instigate action based on the detail.	Essential
Achievement Focused – understands how individual and team performance produces results, and continually strives to deliver and exceed goals and objectives. Has a visible determination to contribute and achieve, and so adopts a proactive approach to work.	Essential

Ability to work flexible and unsociable hours.	Essential
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Our Values
Always demonstrates our WELCOMES values: Welcoming Extra Mile Leadership Consistency Open & Honest Memorable Enthusiastic About Continuous Improvement Sport First