

ROLE PROFILE

Job family	Manager	Role profile number	MA07-0997	Grade G
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Job purpose: To supervise a team responsible for delivering a service.

Grade G posts focus on the responsibility for a team of staff in a supervisory capacity in the allocation and monitoring of work, and induction of new employees. Grade G posts are higher in 'Creativity & Innovation' and 'Contacts & Relationships' with the requirement to provide advice and guidance on less well established situations and on-going problem solving but still within a general framework and guidelines.

Factor	Relevant Job Information
Supervision and/or Management of People	Supervisory responsibility for a team of staff/volunteers (could be in a charge-hand capacity) including; inducting and training team members, allocation of work, monitoring quality and quantity of work and employee wellbeing. May also include training and supporting volunteers in the workplace.
Indicative qualifications	A levels or national diploma in relevant profession or equivalent experience/skills. Level 3 in management or equivalent experience. ITQ 2 or equivalent ICT skills and abilities. As necessary, licence/certificate/qualification required for the role.
Knowledge and Skills	Previous relevant and practical experience. Experience of supervising a team A thorough understanding of relevant procedures and working practices. Good knowledge of specialist function relevant to service area. Good ICT skills including use of Microsoft applications and specialist systems Good organisational skills and the ability to prioritise workloads of a team to achieve deadlines Some practical experience of managing and motivating a team of staff
Creativity and Innovation	Creativity and problem solving is a feature of the job, exercised within general guidelines of the service area. Work on own initiative to manage own activities and the work of the team Allocate work to the team monitoring quality and outputs Resolve straightforward problems, provide guidance to the team on processes and procedures Participate in the research and development of systems, policies, procedures and / or standards within specialist area Analyse data/information to highlight and prioritise issues for further investigation, recommending solutions where appropriate.
Contacts and Relationships	Provide advice and guidance where information is less well established and where situations may not be straightforward. Deal with people at all levels confidently, sensitively and diplomatically. Be first point of contact on a range of queries from internal / external customers, may be dealing with challenging situations where influence could be required. Contacts will include: team members, colleagues, volunteers, customers, members of the public, and stakeholders.
Decisions – Discretion & Consequences	Work is carried out following the framework of accessible guidelines and processes. Decisions are made based on a range of established practices Make straightforward operational decisions and prioritise work for team members, monitoring quality and output. Take appropriate action to implement decisions to ensure outcomes are achieved which serve the best needs of the customer The consequences of the decisions will have a material effect on the service.
Resources	Little or no responsibility for physical or financial resources
Work Demands	Work subject to interruptions and at times may be competing demands of work priorities

Work Environment	<p>Work may require some physical effort</p> <p>Work may be performed outside in all weathers or exposure to moderate noise or dirty or difficult and unpleasant surroundings / conditions.</p> <p>Work potentially involving some risks due to nature of activities being provided and / or environment or public / customers.</p>
Our Identity	<p>Our Identity sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire.</p> <p>All of us are expected to demonstrate the elements of Our Identity in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working</p>
Health & Safety	<p>All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager</p>
Equalities	<p>Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via the whistleblowing policy.</p>
Authority to work in the UK	<p>All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.</p>

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary.

ROLE DESCRIPTION

Role description:	Duty Manager	
Role profile family:	Manager	
Role profile number and grade:	MA07-0997	Grade G
Number of posts:	Approximately 40 (mixture of FT and PT) across all 10 Leisure Centres plus number of Casual posts	
Number of staff managed:	At least 6 up to 16	
Service/Team:	Leisure Operations	
Reports to:	Centre Manager	

Job Family overview

Manager job family overview:

For the lower grades it is the expectation that the role will be to support remote team working and management is for the day to day responsibilities of the team.

For the higher grades full accountability of all elements of management of a team of staff including accountability for quality and quantity of work.

This includes, but is not limited to the following:

- The team is competent, effective and motivated
- Work is effectively delegated and delivered to the required standards
- Appraisals are undertaken for all staff within the team
- Effective team meetings and one to one meetings take place regularly
- Recruitment, induction, development, employee relations and all HR processes and planning are completed to the required standards and timescales

Service / function context

The overall responsibilities of the service/function are:

- To contribute to health improvement and reduction in health inequalities
- To increase participation in community sport and physical activity and reduce inactivity
- To develop a strong sporting infrastructure to improve the health, well-being and skills of people and communities
- To identify opportunities that will inspire people to take part in sport, active recreation and health related activities

Job Purpose

The Duty Manager role is responsible for overseeing all operational and staffing issues in the day to day running of the centre(s) whilst on shift. This involves undertaking a variety of roles as required to meet operational needs, acting as the primary point for solving immediate customer and staff issues, acting as the key holder for opening/closing the centre(s) and taking responsibility for ensuring the centre remains a safe, well presented, fully functioning community space during opening hours.

Specific duties and responsibilities include:

- Supervise staff and facilities involved in the day to day delivery of services and the safe and efficient running of the centre and grounds, in order to ensure all services are delivered on time, in accordance with laid down operational procedures and with a high levels of customer satisfaction. Communicate with the Specialist Managers / Customer Service Manager with regard to the staff that you supervise.
- Direct day to day line management of the Recreation Assistants and Cleaning teams / contracts taking full responsibility for the recruitment and selection of staff, induction, mentoring, appraisals, development, one to ones and regular team meetings, and ensuring there are sufficient numbers of trained / motivated staff on duty at all required times across the centre. Required to manage rotas to ensure and arrange cover for holiday sickness or training absences
- As Key Holder for the site you will be required to undertake any such duties required to meet the operational needs of the centre. This may include coaching should you be qualified to do so. The frequency and regularity of such activities will be entirely dependent upon operational needs
- Responsible for the day to day opening up and closing down of the centre including responding to emergency call outs.
- Take responsibility for and deal effectively with all operational and staffing issues throughout the day and taking responsibility for organising any action which may be required to continue to provide safe and effective services, escalating issues to more senior staff members only when issues create a risk to the safe operation of the centre or to the public.
- Having managed the immediate situation you are required to effectively communicate, with the relevant senior team members, all operational issues / staffing concerns in order to ensure the ongoing smooth running of the centre.
Maintain high levels of professionalism and problem solving in order to deal effectively and

calmly with a range of operational issues as they arise.

- Deal with customer concerns communicating these to the wider management team for future development of the business.
- Deal with inappropriate and/or unacceptable behavior in a timely manner.
- Required to handle money and oversee monies handled by other staff including the supervision of the cash up procedures and refunding monies
- As Key holder take full responsibility for and undertake the tasks required of you in line with the Centre's Normal operating procedures. These include; daily inspections of the centre and external site; ensuring appropriate security of the site carrying out unlocking / locking of the site in line with guidance; managing the pool water treatment in line with the guidance; carry out Risk Assessments; managing 1st aid requirements; leading on incidents in line with the centre Emergency Action Plan; supervision of all staff on duty within the centre and ensuring all required tests / checks are carried out in line with the guidance. This list is not exhaustive
- Organise and manage work tasks for the operational teams throughout the day to ensure the delivery of clean and well maintained services. This includes the daily plant maintenance issues including strainer basket cleaning, backwashing, water testing and chemical dosing.
- Undertake ad hoc project work as directed by the centre management team in order to further develop facilities and income streams. This may be planning a holiday programmes, events or tournaments.
- Attend training as required for the duties of the post and at any council premises or off-site.
- Work in a shift pattern along with the team of key holders, required to be flexible and respond to the needs of the centre and service both during the centre opening hours and call outs. Provide short notice cover in order to maintain the service. To meet the operational needs of the service there may be a requirement for you to work on a Public or Bank holiday for which you will be receive payment at the appropriate rate. Your line manager will advise you of these requirements.

Specific requirements for this post:

- Requirement to wear provided uniform
- The nature of this role requires the postholder to remain on site for the duration of the shift and during any unpaid rest breaks should any operational emergency arise. Should the break be interrupted, alternative arrangements will be made.

Person Specification

Specific qualifications, knowledge, and skills required for this role:

Essential

- Educated to level 3 or equivalent or with the appropriate level of experience.
- Valid NPLQ / Pool Plant Operators Qualification or able to achieve this within 3 months (training will be given) in specific situations NPLQ / PPO may not be required however a First Aid at Work / AED will be required.
- Post holder is required to successfully complete all agreed required training for the post
- Comprehensive knowledge and understanding of Normal Operating Procedures and Emergency Action Plan
- Good knowledge and understanding of general Health and Safety policies and able to act upon such
- Proven ability to motivate staff, with previous experience of supervising staff
- Proven ability to deal effectively with complex customer and facilities issues
- Computer literate and knowledge of Epos systems
- Good levels of numeracy and literacy essential to carry out duties including fluency in English Language. Flexible approach to work, able to cover shifts at short notice and attend training in line with requirements of the role.
- Fluent in principles of the delivery of excellent customer service.

Desirable

- Facilities management experience
- Knowledge of fitness, aquatics, sports practices, up to date knowledge of relevant legislation and guidance in relation to working with and the safeguarding of children/vulnerable adults.
- Experience of working in a leisure centre, including setting up facilities in preparation for events, competitions and normal operational activities
- Holds a full UK drivers license, with business insurance and able to travel between sites

Career graded posts

This post does not form part of a career grade.

Supporting information

Driving classification	
<p>Occasional driver A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.</p>	<input checked="" type="checkbox"/>
<p>Regular Driver Must hold a valid UK driving licence (with no more than 6 penalty points) and have access to either their own car or a pool car in order to undertake the duties of the role unless other forms of transport are available and viable to perform the role, including public transport. Or a reasonable adjustment has been agreed.</p>	<input type="checkbox"/>
<p>Required Driver Must hold a valid UK driving licence (with no more than 3 penalty points) and will drive a vehicle supplied by the Council in order to undertake the duties of the role.</p> <p>Employees should refer to the Corporate Driving at Work policy for further information.</p>	<input type="checkbox"/>

Driving trigger points			
The trigger points set out below, regarding driving licence points and at-fault accidents, apply to all staff who drive on council business.			
Trigger Points	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action	
Points on driving licence	6	9	
Trigger Points	Discussion and advice on expected driving standards	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action
At fault accidents within a two-year period (whether work or personal)	1	2	3
Job applicants who drive must have 9 or less points on their driving licence, and must have less than 4 at fault accidents within a two-year period. If they meet the trigger points, they will be subject to the actions outlined in the table above.			
If holding a valid licence, occasional drivers will need to declare penalty points and no-fault accidents as requested. Depending on the role, decisions as to whether this might either affect appointment or require corrective driver training, will be made case by case.			

Political restriction	
This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, or a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party.	<input type="checkbox"/>
This role is not politically restricted	<input checked="" type="checkbox"/>

Professional fees and related occupational costs	
As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council	<input type="checkbox"/>
This role does not have any professional or occupational membership requirements	<input checked="" type="checkbox"/>

Clearances – Disclosure & Barring Service (DBS)	
This role will be engaged in 'regulated activity' providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.	<input checked="" type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.	<input checked="" type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a Standard DBS check	<input type="checkbox"/>
The role requires a Basic DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.	<input type="checkbox"/>
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	<input type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)	
This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check	<input type="checkbox"/>
This role is not subject to a BPSS check	<input checked="" type="checkbox"/>

Clearances – Non-Police Personnel Vetting (NPPV)	
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 2* . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret').	<input type="checkbox"/>
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 3* (*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to "secret" level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).	<input type="checkbox"/>
This role is not subject to a NPPV check	<input checked="" type="checkbox"/>

Safeguarding

<p>For all roles within Children's Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.</p>	<input type="checkbox"/>
<p>For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.</p>	<input type="checkbox"/>
<p>For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.</p>	<input checked="" type="checkbox"/>