

JOB DESCRIPTION

Job Title: Duty Manager – Health Club and Spa

Job Reference : DMHCS/08/21

Salary : 23+ yrs. £9.55 p/h | 21 to 22 yrs. £9.00 p/h | 18 to 20 yrs. £7.50 p/h | 16 to 17 yrs. £5.50 p/h

Hours: Full Time – 40 hours per week, flexible over a 7-day shift pattern and will include working some evenings and weekends.

Reports to: Health Club and Spa Manager & Assistant Health Club Manager

POSITION SUMMARY:

We are seeking to recruit a highly motivated Duty Manager for our Health Club and Spa. A successful Duty Manager will enjoy working with people and possess excellent standards of customer care and a positive, 'can-do' attitude to work. You will be able to motivate staff, meet and greet guests, motivate gym users and enjoy being able to make a difference to our guests and members throughout the Health Club and Spa. You will also be committed to achieving the highest standards of cleanliness, maintenance and safety, and be prepared to lead by example.

Main Responsibilities / Key Accountabilities:

- Carrying out reception duties including taking membership enquiries and spa treatment bookings.
- Meeting and greeting members and guests
- Formulating fitness programmes and reviews;
- Lifeguarding;
- Ensuring a friendly, fun and safe environment for members, guests and colleagues.
- Be responsible for the motivation and organisation of the staff team whilst on shift
- Be responsible for cleanliness
- Carrying out pool and spa water testing and be responsible for chemical correction where required;
- Carrying out pool plant maintenance;

Essential skills & qualities:

- Excellent customer service skills
- Good communicator
- Team player
- Strong swimmer
- Candidates will be asked to perform a swimming assessment as part of the selection process, and it is essential that you are a strong swimmer in order for your application to be considered.

The possession of a current Pool Lifeguard Qualification, First Aid and Pool Plant Qualification would be an advantage, however full training is available for the right candidate.

The hours are full time and flexible over a 7-day shift pattern and will include working some evenings and weekends.

Our main product is the people we employ and if you share our passion for delivering the best services to the highest standards of customer care, even if you are only just starting out in your career, we look forward to hearing from you - if you are a strong swimmer and possess the qualities we are looking for, we can help you achieve the qualifications.

Every single member of staff at Ufford Park is critical to helping us operate. We can employ up to 150 people in peak season. All of our team members enjoy exclusive benefits such as lunch/dinner whilst on shift, free parking, a staff reward scheme, use of the pool, gym and discounted rates for use in our spa, accommodation, dining and treatments & golf, 28 days annual leave (inclusive of Bank Holidays) and membership to the Company Pension Scheme.

EMPLOYEE SPECIFICATION

	Essential (Insert below those skills, knowledge, education and experience that you have identified as essential)	Desirable (Insert below those skills, knowledge, education and experience that you have identified as preferred but not essential)	How Identified (Insert below how you will identify if they have these essential or preferred qualities)
SKILLS:	Leisure industry experience Ideally some Leisure qualifications	Lifeguard NPLQ qual PPO qualification Gym instructor First aid at work	Certificates CV Second interview 'Pool test'
EDUCATION / KNOWLEDGE:	Level two and above	Grades 5 and above GCSE Teach Classes Some supervisory experience	Certificates Interview questions Set synroc's Second interview 'four hour dummy shift'
EXPERIENCE:	At least 2 years' experience in the industry	Understanding of H & S Understanding of health club operations	Employment history References