

JOB TITLE: Duty Manager

REPORTS TO: Sports Complex Manager

LOCATION: Bradfield College Sports Complex & St Andrews School Sports Centre

DATE: November 2025

Purpose of the Role

The Duty Manager is responsible for the day-to-day operation of the whole complex. You will form part of the duty shift rota, which covers the entirety of the opening hours of the complex. You will be expected to take sole operational responsibility for the facility when acting as Duty Manager. Full training will be provided.

Main Responsibilities

Shift Management:

- a) To be responsible for the opening and closing the building ensuring all opening and closing checks are completed and that the building is alarmed and secure.
- b) To complete the Daily Facility Check at the beginning of each shift.
- c) To ensure the preparation and setting up of all sports equipment as required by the booking programme.
- d) To oversee and organise all duty staff Leisure Assistants & Lifeguards to ensure the highest standards of presentation and professionalism throughout the complex.
- e) To oversee the work of the Leisure Assistants & Lifeguards and his/her specific responsibilities.
- f) To have thorough knowledge of all products and systems, including the EZ-Runner booking system.
- g) To be responsible to the Operations Manager for the day-to-day operation of the swimming pool plant and its maintenance.
- h) To assist the Leisure Assistants & Lifeguards with regular daily clean and deep cleans of the wet side changing rooms and other areas of the Sports Complex.

Administrative:

- i) To take a lead role in ensuring that all the Health & Safety checks are completed on a regular basis and take suitable action if it is needed.
- j) To assist the Manager in the selling of memberships to encourage participation by individuals, groups and companies.
- k) To assist the Manager in the development, preparation and delivery of an activity programme.
- l) To support reception staff in meeting customer expectations and be competent in dealing with customer enquiries.
- m) To assist the Manager in the control of energy expenditure.

Safety of Site:

- n) To act as Health and Safety Officer for the site whilst on duty and to ensure that the complex complies with these regulations as detailed in the Health and Safety Policy and Pool Safety Operating Procedures for the facility.
- o) To be prepared to carry out routine maintenance of sports equipment and to inform the Operations manager of such actions especially when further maintenance is required.

- p) To be the first member of staff called to react to any accidents that may require first aid and to treat and then record appropriately.
- q) On hearing any alarm within the complex to react to it and carry out the building evacuation if required in line with the Emergency Evacuation Plan.

Other:

- r) Any other duties as deemed suitable by the Manager including duties within the Indoor Tennis Centre & Bodie Squash Courts.
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Skills & Competencies

- a) A current NPLQ certificate is required as it is essential for the Duty Manager to be qualified and to act as a lifeguard as required by the duty rota.
 - b) A current first aid certificate is desirable as the Duty Manager is required to act as first aider whenever acting as Shift Manager or on the premises outside working hours.
 - c) Good communication skills are required to communicate with other team members to ensure smooth handover at end of shift.
 - d) Good customer service skills are necessary for dealing with members and visitors to the centre.
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Experience & Knowledge

- a) Previous experience of Duty Management within a customer-focused environment is desirable.
 - b) Alternatively, previous experience as a Recreation/Leisure Assistant within the leisure industry would be considered.
 - c) Some experience of staff supervision and goal setting are required.
 - d) Some experience of pool plant operation is desirable.
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Additional Information

This role may evolve over time to meet the changing needs of the College. Duties may be reviewed and amended in consultation with the post-holder to ensure continuous improvement and high service standards.

You are expected to comply with all Health & Safety policies and responsibilities as detailed in the College's Health & Safety Manual.

Safeguarding

Bradfield College is committed to safeguarding and promoting the welfare of children and young people. All applicants must be willing to undergo child protection screening, including an enhanced Disclosure and Barring Service (DBS) check, registration with the DBS Update Service, and reference checks with previous employers.