



Pillgwenlly Millennium Trust Ltd

Duty Manager

The Pill Millennium Centre is the hub for the local community of Pillgwenlly. We are a place where people of all different social classes, races, religions, culture and ages come together to take part in sports, recreation, educational and cultural activity. The Centre is fundamental to the health and wellbeing of the local community and we aim to overcome the inequalities faced by people within our community.

Advert

We are looking to recruit a shift Duty Manager. You will be part of a great team whose focus is the provision of a safe, clean, welcoming and useful community space where we and our partners can host a wide range of services and activities such as sports, exercise, education, training, employment support services and much more.

You will be a people person who is able to oversee a team of employees, providing them with information and guidance. You will be responsible for keeping the team motivated and performing at its best.

You need to be an individual that has a drive and passion for working in a sporting and leisure environment and who is committed to the provision of excellent customer service.

Role:	Duty Manager (Staff Management)
Location:	Pill Millennium Centre (Pill Mill)
Responsible To:	Centre Manager
Responsible For:	Supervision of Recreation Assistant staff and volunteers
Hours:	Full Time - 37 hours per week
Working Hours:	The post will require the post holder to work flexibly including early mornings, evenings and weekends on a regular basis. This post holder will primarily cover evening and weekend shifts.
Pay:	£11.80 per hour / £22,703 pa

Job Purpose:

To manage the day to day operation of a thriving community and leisure facility based in the heart of Pillgwenlly, Newport. You will be responsible for the completion of all of the hands-on operational duties that are required to ensure the provision of a safe, clean and welcoming facility. You will be committed to, and will play a key influencing role in, maintaining the high standards and comprehensive operational procedures in place.

Key Responsibilities:

- Build a relationship with Centre customers to ensure that a quality service is given.
- To ensure that the building is left secure by following the daily lock up procedure and to be available as the out of hours as emergency key holder.
- To undertake and record staff training including induction training, and training related to all Centre procedures, health and safety, fire safety and emergency procedures.
- The supervision and instruction of Recreation Assistant staff and volunteers and to record performance information using the Staff Coaching & Performance trackers. To report performance management information to the Centre Manager.
- To oversee the effective completion of the Cleaning Schedule tasks by ensuring that all tasks are completed as required and are signed off accordingly.
- Ensure a high standard of accuracy and clarity when completing paperwork and ensure that relevant information is shared to the Centre Manager and other staff members.

- To ensure that excellent communication skills are used to ensure that relevant information is shared in a timely manner to the Centre Manager, other staff, partners, customers and to the community.
- To manage the reception area by allowing access and exit to and from the building and greeting and dealing with customer enquiries.
- Supervise the conduct of the public in all areas of the Centre to safeguard the enjoyment of all Centre users.
- To answer phone calls and deal with general and booking enquiries.
- To safely set up activities in line with the requirements outlined on the booking form, in the correct rooms, at the correct times.
- To safety check all equipment that is being used, before and after use, to ensure that it is safe to be used.
- Identifying and reporting any defects, breakages and faults.
- Safely storing equipment in its correct space.
- Assist management in ensuring a high standard of Centre presentation is provided for all users at all times by cleaning the Centre (inside and outside areas) and assisting in maintenance as required.
- Regular maintenance and management of the outside 3G area and artificial pitch surface.
- Regularly monitor the Centre both internally and externally, particularly unsupervised areas of the Centre, to avert vandalism and prevent misuse of damage to the Centre and equipment.
- Assist in the promotion of the Centre and its services by maintaining a high standard of dress and appearance at all times and responding positively to all customer enquiries to encourage sales and repeat custom.
- Participate in all necessary external and internal training as required by the Centre Manager.
- To administer first aid in line with the level of qualifications achieved and assist the Centre Manager in dealing with emergency situations.
- Undertake any other duties as directed by the Centre Manager.

Person Specification	
Education and Training	Essential or Desirable
Educated to A Level or with similar transferable qualification/experience	Desirable
Possess 5 GCSE passes or equivalent level qualification	Essential
Current First Aid at Work certificate	Desirable
Experience	Essential or Desirable
Experience of working in a customer facing environment	Essential
Experience of achieving results and making a difference to customer experience	Essential
Experience of supervising and directing a small team.	Essential
Experience of working within a leisure, community or cultural environment	Desirable
Knowledge, Skills & Abilities	Essential or Desirable
Demonstrate excellent communication skills – both written and verbal	Essential
Demonstrate the ability to communicate with and control large numbers of people	Desirable
Be confident and assertive when occasion demands, yet fully committed to the principles of excellent customer care	Essential
Experience of supervising and instructing staff	Essential
Good understanding of the characteristics and qualities that customers want from leisure / community centres	Desirable
Be able to work well both as an individual and as part of a team	Essential
To be organised and systematic and to be proactive in managing daily tasks and workloads	Essential
Self-management skills to proactively ensure the efficient use of your own time without supervision or direction from your manager	Essential
Values and Behaviours	Essential or Desirable
A person who is committed to the aims and principles of the Pillgwenlly Millennium Trust Ltd and able to demonstrate this in everything they do	Essential
A leader – a person who inspires others and can be a mentor and a role model	Essential

A dynamic individual with a 'can do', results driven approach and attitude	Essential
Demonstrates trust, openness and respect in dealing with people	Essential
Flexible approach to tasks and workload	Essential
Cares about our community	Desirable
Other	Essential or Desirable
Ability to work flexible shift patterns e.g. morning shifts, evening shifts and weekends	Essential
Be physically able to undertake all aspects of recreation assistant work – to include lifting and carrying.	Essential

We also need you to be:

- Digitally savvy, confident in the use of technology and social media.
- Comfortable with working in an agile environment, with a focus on 'getting the job done'.
- Actively anti-racist and tackle all types of discrimination, not just for customers, but for our colleagues and partners, welcoming and celebrating difference.
- Possess a 'can do' attitude and actively contribute to creating an awesome Pill Mill culture.

We ask all employees to:

- Keep up to date with changes in systems, policies, procedures and working practises.
- Take ownership for your personal safety and that of those around you.
- Contribute to a happy and positive workplace.

* This job description is indicative of the range of current duties and responsibilities for the post. It is not comprehensive. This post is expected to develop over time with the skills and knowledge of the post holder and it is essential therefore, that it is regarded with a degree of flexibility, so that changing needs and circumstances can be met. All changes will be discussed with the post holder.