



UNIVERSITY OF
LINCOLN

**UNIVERSITY OF LINCOLN
JOB DESCRIPTION**

JOB TITLE	Duty Manager				
DEPARTMENT	Campus Services				
LOCATION	Brayford Pool				
JOB NUMBER	EF5025	GRADE	5	DATE	November 2021
REPORTS TO	Sports and Fitness Centre Manager				

CONTEXT

The University of Lincoln aims to provide facilities and opportunities for high quality sport and physical activity for students, staff and the local community. We wish to achieve this through a partnership between the Sports Centre, the School of Sport and Exercise Science and the Students' Union which creates an inspirational student experience supporting and motivating individuals and teams; promotes healthy lifestyles, encourages greater participation in sport and raises and supports aspirations for sporting success.

The Duty Manager is a key role supporting the efficient operation of the centre by providing leadership and to oversee the delivery of a professional service to all users of the centre.

JOB PURPOSE

As part of the sports centre management team you will be responsible for the operational supervision of the sports facilities and staff. This includes supervision of all sports centre staff, instructors, coaches, officials and contractors.

The Duty Manager will foster and actively promote a 'can do' culture, with a particular focus on providing a professional service, promoting team cohesion and shared knowledge within the team. They will promote a positive image of the University of Lincoln and Sport Lincoln at all times. Deliver high standards of integrity, punctuality, politeness and professionalism.

The role will add to the student experience by providing opportunities to engage in sporting activities that will directly benefit the student and develop leadership and experience as a life skill.

KEY RESPONSIBILITIES

Operational Excellence

Support the delivery of University sport in line with the current strategic aims and objectives.

To be a key holder and take responsibility for the security and opening / closing of the sports facilities. Ensuring all staff follow and complete the correct procedures.

To assist in the advancement of the sports offering, including programmes and memberships. Support new opportunities to improve efficiency, increase participation and customer retention within the facilities.

To assist in the management of cash handling and till procedures, checking and signing off the daily cash reconciliation summaries. To undertake daily and weekly banking procedures and submit banking summaries in accordance to the University financial regulations.

Assist in making recommendations regarding potential operational improvements.

To assist in reviewing and monitoring established procedures, policies and industry standards to provide effective and safe management of the sports facilities across all sites. Ensuring all legislative standards are met, reviewed regularly and updated when required.

Ensure health and safety is to the highest standard and all users are advised in the effective and safe use of all equipment.

To assist with the recording and administration of financial procedures and performance reports.

To implement, monitor and develop operational procedures ensuring operational efficiency and best practice.

To monitor and check the sports staff are undertaking the daily duties, safety, stock and cleaning checks are completed to standard and recorded.

The post holder is a member of the Sport Lincoln team and will be expected to provide support in other areas as and when directed.

Team and Organisational Work

To deputise for the Sport and Fitness Centre Manager as and when required.

To take responsibility for the running of the facilities within the established framework, including the supervision and motivation of staff, according to policies and procedures.

To ensure all sports staff follow the correct health and safety policies and procedures, ensuring compliance to relevant legislation, updating and monitoring as necessary.

To oversee the staffing and coordination of a pool of student workers.

To oversee purchase orders.

Assist with daily / weekly balancing of cash receipts from reception and vending machines.

Utilise University software (technology one) to raise requisitions for goods / services ensuring university financial policy is followed.

Customer Service

To promote personal development in staff to ensure high professional standards are maintained at all times with an emphasis on customer care.

To assist in developing a welcoming and inclusive environment.

To assist in developing and enhancing communication skills and the professional image of the division.

To monitor the customer journey experience taking action to enhance and improve whenever possible.

To consult proactively with service users, partners, stakeholders and employees.

To evaluate feedback and take appropriate action with a view to continuously improving services.

To ensure customer service is promoted as a core value by staff.

Maintain noticeboards and website ensuring customer information is up to date.

Assist in managing social media channels ensuring content is relevant and appropriate.

Liaising internally and externally passing on information promptly and keep people informed.

To promote the Sports Centre at Lincoln during University open days and events.

To respond to booking queries for the facilities.

Duty Management

Ensure the smooth running of the Sports Centre when Duty Manager, including:

- Oversee all administrative functions within established procedures
- Supervision of employees and operations of the Centre.
- Plan and allocate work to employees, ensuring that tasks are performed to the required levels of proficiency, quality and safety.
- Control, conduct and safety of users. Ensure suitable and trained personnel are available during opening hours.
- Reception and cash control; checking of all tickets and monies received. Issue cash floats; receive, check and deposit takings.
- Maintain an effective check of stocks and all goods ordered, received and issued.
- Opening, closing and security of the building
- Maintenance of all aspects of buildings and grounds.
- Completion of appropriate records and statistics.
- Maintaining high standards of customer care throughout the facility

Ensure health and safety is to the highest standard and all users are advised in the effective and safe use of all equipment.

To ensure the facility is clean, safe, free from hazards and maintained to a high standard at all times

Ensure the health, safety and welfare of all persons to comply with the policies and procedures

Planning and Development

Assist in ensuring an appropriate skill level is maintain to deliver an excellent service to all users.

Assist in the delivery of existing sports activities in order to develop and improve the opportunities available

Contribute to the long term planning regarding usage and memberships, maximising the potential for income generation and the on-going development of the facilities

Contribute to marketing initiatives to promote a healthier university community

In addition to the above, undertake such duties as may reasonably be requested and that are commensurate with the nature and grade of the post.

Key working relationships/networks

Internal	External
<ul style="list-style-type: none">• University Staff & Students• Students Union• Colleges• Health & Safety• Support Departments• Sports Centre Users• Potential Students	<ul style="list-style-type: none">• Community Groups• Suppliers & Contractors• NGB's• County Sports Organisations and Leagues• Sport England• BUCS• Local Authority• Sports Coaches and Referees



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**UNIVERSITY OF LINCOLN
PERSON SPECIFICATION**

JOB TITLE	Duty Manager	JOB NUMBER	EF5205
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Selection Criteria	Essential (E) or Desirable (D)	Where Evidenced Application (A) Interview (I) Presentation (P) References (R)
Qualifications:		
Relevant degree or equivalent professional experience.	D	A/I
Administrative or IT qualifications.	D	A/I
Sports Coaching & Leadership Qualifications	D	A/I
YMCA L2 or above Gym Instructor Qualification	D	A/I
Exercise to Music Qualification	D	A/I
First Aid at Work	D	A/I
Experience:		
Experience of working in a service environment at supervisory level.	E	A/I
Administration and clerical experience	E	A/I
Supervising a team of staff	E	A/I
Sports facilities management	D	A/I
Organising and developing sports projects.	E	A/I
Undertaking customer consultation processes	E	A/I
Using a computerised booking system.	D	A/I
Skills and Knowledge:		
Knowledge of social media in a professional environment.	E	A/I
Effective administration skills, with the ability to be able to follow procedures with minimal supervision.	E	
Effective communication verbal and written and organisational skills and effective planning.	E	A/I
Good IT and administration skills.	E	A/I
Practical commitment to sport and an in depth knowledge of a range of sports.	D	A/I
Competencies and Personal Attributes:		
Ability to communicate with a diverse range of people	E	A/I
Ability to work under pressure.	E	A/I
A demonstrable commitment to providing a customer orientated service and enhancing the 'student experience'.	E	

Flexibility in working hours - including evenings, weekends and bank holidays	E	A/I
Able to commute between campuses	E	A/I
A willingness to adopt new procedures and undertake further training	E	A/I

Essential Requirements are those, without which, a candidate would not be able to do the job. **Desirable Requirements** are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

Author	RM	HRBA	SL
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