



## SETTLE AREA SWIMMING POOL

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## **JOB DESCRIPTION – DUTY MANAGER**

### **Job Purpose Statement**

To assist the Manager with the management and development of Settle Area Swimming Pool (SASP)

To ensure the Centre is run efficiently, safely, and effectively in accordance with the Settle Area Swimming Pool policies.

To ensure the consistent delivery of operations/services that are high quality, value for money, efficient and effective that meet customer's needs and comply with the Centre's statutory responsibilities.

The post holder will have operational supervisory responsibility for the Leisure Centre, but with technical responsibility for the swimming pools plant and equipment ensuring operational requirements of the centre are met, whilst complying with legal requirements.

To deputise when the Manager is absent.

### **Scope of Job:**

- In conjunction with the Manager, be responsible for ensuring a healthy, safe, secure, well clean, and organised working environment, which meets statutory, and customer requirements, provides the best conditions for efficient working.
- Be responsible for Health and Safety of both customers and staff when on duty and to ensure building runs safely with required staffing levels and rotas are fulfilled and maintained.
- To provide outstanding customer service.
- To act as a key holder, ensuring the smooth and secure opening and closing of the facility in accordance with Settle Area Swimming Pool / Leisure Centre issued guidelines.
- To provide support to the Manager in the development of the Centre.

**Key Accountabilities:**

### **Health and safety / policies:**

- To complete and record all relevant health and safety checks as assigned by the Manager.
- To contribute and ensure the safe, efficient day to day operation of the Leisure Centre in accordance with the Centre's high standards of operational policies and procedures. This includes the Normal Operational Policy (NOP), Emergency Action Plan (EAP) and other policies.
- Carry out duties ensuring members of staff, users and visitors to the Centre comply with the Standard Operating Procedures. Ensure and explain to users the rules; intervene when inappropriate equipment is used.
- Identify an emergency quickly, be a first responder to all incidents / emergencies, take appropriate action as listed in the Leisure Centre Safety Operating Procedures (NOP and EAP), including evacuation and first aid incidents throughout the Centre.
- To ensure "Pool Watch" is always in place thus ensuring no un-authorized entry to the swimming pool hall facilities.
- To ensure all accident / incidents are dealt with swiftly and the correct documentation is completed.
- Contribute to ensuring all operations within their area of responsibility are run in accordance with all relevant external governing bodies as required.
- To work on a shift basis as required covering throughout the range of opening hours including weekends and on bank holidays.

### **Plant management**

- Ensure a safe, secure and well-maintained Plant room, which meets all Health and Safety requirements. Monitor and perform necessary operations and maintenance relating to Pool plant room under the supervision of the Pool Manager.
- Ensure safe use of chemicals, cleaning materials and other supplies required for the running of the Centre following instructions in safe handling and use in accordance with the Hazard Information supplied and COSHH regulations.
- Responsibility for ensuring mandatory water testing is carried out.

### **Customer service**

- Always deliver excellent customer service, dealing with customer comments and reporting any issues to the Manager. Communicating in a welcoming, friendly and professional manner to all customers, swimmers, parents and staff.
- Have a thorough knowledge of the Centre's programme and ensure the facilities meet the required operational and service standards and are fit for purpose in good time to meet customer expectations.
- To listen to, and politely deal effectively with customer comments / complaints, ensuring the action taken are recorded and passed onto the Manager.
- Oversee and ensure a high standard of operability and hygiene of washing and toilet facilities. Ensure the adequacy of stocks of disposable materials for use in these.
- Conducting and overseeing daily cleaning and maintenance of the premises and equipment. Where maintenance is required, consult with the Pool Manager.

### **Staff management responsibilities**

- Manage the lifeguards, ensuring all hours are covered on a permanent weekly basis.
- Assist the Manager in the recruitment, development, and retention of high performing people in the area of swimming teaching, ensuring the delivery of successful, profitable and customer focused service.

**Person Specification:**

<b>Qualifications and training</b>	<b>Essential</b>	<b>Desirable</b>	<b>Verified by</b>
Recognised Swimming Teaching Qualification			
Swim England – Swimming Teaching Level 1 or 2 or STA Swimming Teaching Level 2 Award or Certificate	X		Application Form/Interview
Recognised Pool Plant Operator/ Swimming Pool and Spa Water Treatment Qualification			X
Application Form/Interview			
RLSS National Pool Lifeguard Certificate (or equivalent)			X Application Form/Interview
Full first aid qualification	X		Application Form/Interview
ISRM Certificate or equivalent	X		Application Form/Interview
GCSE English qualification	X		Application Form/Interview
Level 2 Fitness Instructing Qualification		X	Application Form/Interview
<b>Knowledge and experience</b>	<b>Essential</b>	<b>Desirable</b>	<b>Verified by</b>
Strong swimmer	X		Application Form/Test
Operating swimming pool plant equipment		X	Application Form/Interview
Health and safety issues relevant to the Leisure industry			X Application Form/Interview
Handling and accounting for money		X	Application Form/Interview
Operational skills in the use of plant and/or equipment within a leisure facility			X App Interview
Operational skills of most roles within a sports and recreational facility			X Application Fo
The ability to handle members of the public in a polite and tactful manner			X Application Fo
The ability to motivate and control staff	X		Application Form/Interview
To demonstrate effective communication skills		X	Application Form/Interview
The ability to pay close attention to detail to follow formal procedures			X Application Fo
<b>Work relating Circumstances</b>	<b>Essential</b>	<b>Desirable</b>	<b>Verified by</b>
To work unsociable hours as and when required	X		Application Form/Interview
Empowered to make decisions to resolve customer complaints			X Application Form/Interview
To walk the floor and gain customer feedback		X	Application Form/Interview
<b>Know How</b>	<b>Essential</b>	<b>Desirable</b>	<b>Verified by</b>
Detailed knowledge of hygiene and Health and Safety requirements			X Application Fo
Detailed knowledge of operational procedures relating to the facility			X Application Fo
Basic knowledge of plant and operating equipment		X	Application Form/Interview
Detailed knowledge of procedure and contacts relating to the opening and closing of the centre			X Application Form/Interview
Willingness to learn Settle Area Swimming Pool's policies, procedures, values, and behaviours			X Application Form/Interview
Understanding of IT system such as Clubright		X	Application Form/Interview

**This role is subject to a satisfactory enhanced DBS check.**

### **General Statement**

The above duties and responsibilities do not include or define all tasks that may be required of you. Duties and responsibilities may vary without changing the general character or grade of the role.

As a normal part of your job, you are expected to routinely undertake activities on behalf of the Central Manager, appropriate to the role.

### **Learning and Development**

You are expected to undertake any training and development appropriate to the current and future needs of the post.

### **Health & Safety at Work**

All members of staff are responsible for fulfilling their health and safety roles and responsibilities, as outlined in the Job Description above. It is the employee's responsibility to ensure that they are familiar with the Settle Area Swimming Pool's health and safety policy, procedures, work instructions and relevant risk or other health and safety assessments pertinent to their work tasks, and that they carry out their work tasks in accordance with the significant findings of such.

### **Equal Opportunities**

Settle Area Swimming Pool is an Equal Opportunities employer and has equal opportunities policies with which you are expected to comply at all times. Settle Area Swimming Pool condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

### **Safeguarding**

Settle Area Swimming Pool delivers a range of services and activities that impact directly on the lives of Children and Young People. Safeguarding children, ensuring their welfare, safety and health is of paramount importance. We are committed to providing safe and supportive services that will give Children/Young People the opportunities to achieve their full potential.