



Duty Manager

Job Description

Monkton Leisure is seeking to appoint a Full Time Duty Manager. The primary responsibility of this post is to ensure the safe and efficient operation of Monkton Sports Club and its auxiliary departments.

Please note Monkton Combe School is committed to safeguarding and promoting the welfare of children and applicants must be willing to undergo child protection screening appropriate to the post including checks with past employers and Disclosure and Barring Service



Monkton Sports Club Overview

Monkton Sports Club is situated just 2 miles from the centre of Bath. Located in the grounds of the Monkton Combe Prep School in Combe Down, the Club enjoys spectacular views of the surrounding Midford Valley.

As part of Monkton Combe School our aim is to offer an accessible Leisure facility which offers competitive fully inclusive membership packages to the local community and have developed an outstanding and highly acclaimed programme of childcare and activity courses during the school holidays.

As part of Monkton Combe School we support the School's vision, mission and values as well as the School's Christian ethos.

Monkton Vision: Monkton inspires young people to become confident, kind and ambitious adults who live fulfilling lives.

Monkton Mission: Monkton thinks differently. We start with a proactive pastoral environment to develop academically strong enthusiastic learners within a living Christian ethos.

Monkton Values: Confidence, Integrity, Humility, Service



Duty Manager Job Description

Post: Monkton Leisure Duty Manager

Relationships: The post holder is responsible to both the Assistant Commercial Manager and ultimately the Commercial Manager.

Fundamental Task: The primary responsibility of this post is to ensure the safe and efficient operation of Monkton Sports Club and its auxiliary departments.

Specific Duties:

- To take the supporting role in the day to day running of Monkton Swim School, planning future lessons, organising pool times, maintaining the swim school database and ensuring that termly brochures are prepared and circulated to interested parties.
- To support teachers and provide guidance to staff on teaching a wide range of aquatic skills using the ASA National Plan for Teaching Swimming (NPTS)
- Monitor staff performance, liaising with the Assistant Commercial Manager about any areas of concern.
- Regular monitoring performance and identifying skills areas that need improvement in the Sports Club and swim teaching offerings.
- To be a key holder and be responsible for the security of premises, cash, stock and equipment.
- To supervise and undertake lifeguard provision during club opening times. It is essential that the Club remains open during periods of illness or absenteeism.
- All aspects of work will have due regard for the safety of yourself and of others, paying particular attention to COSHH regulations, the Health & Safety at Work Act 1974 and the Management of Health and Safety at Work Regulation 1999.
- To maintain a thorough understanding of all Normal Operating Procedures and Emergency Action Plans and to ensure they are adhered to at all times.
- Be fully aware of Monkton's Risk Assessment programme and preventative procedures.
- To ensure that your National Pool Lifeguard Qualification is kept current, a requirement of which is to attend staff training at least once a month.
- To maintain a positive working relationship with Management at all times, ensuring that any areas of concern amongst operational staff are brought to management's attention.
- Be responsible for keeping the Gladstone plus 2 membership software up to date and filing paper membership records.
- To organise the Sports Club staff and assist with the daily cleaning programme, providing 'direction by example' for Recreational staff and Supervisors to clean the building including changing rooms, foyers and other facilities as directed by the Jobs lists. You are ultimately responsible for checking each area before the end of your shift.



Operational Tasks

- To manage the day to day running of Monkton Sports Club in absence of the Sports Club Manager.
- Find and arrange cover for Sport Club or Swim School staff who are ill or who are on holiday.
- Assisted with organisation and execution of re-enrolment sessions for swim school.
- Organise and plan each terms lessons in accordance with demands for each class.
- Ensure that all swim school lesson payments are made promptly before swimming lessons begin.
- To be responsible for overseeing Casual Recreation Assistants or Leisure Supervisors whenever you are present in the building. It is essential to ensure that direction and supervision is given at all times, and that staff are allocated jobs to do.
- To undertake and ensure lifeguard provision during club opening times.
- Customer's perceptions are of paramount importance; monitor staff and provide direction to ensure that congregations in the Sports Club Reception area are avoided. Lead by example, there are always jobs to be done, staff should be kept busy at all times whether with customer liaison, administration or cleaning.
- To monitor the pool water quality levels within PAWTAG's parameters, including the implementation of a weekly backwash procedure ensuring the Assistant Commercial Manager is informed immediately of any readings outside of recommended parameters.
- Ensure that all chemicals are stored in the appropriate areas and stocks are in sufficient supply. Advise the Assistant Commercial Manger if chemicals in the acid and chlorine dosing tanks are low on your shift.
- To process all Sports Club memberships and monitor the Gladstone database ensuring all faults and any concerns are immediately reported to the Assistant Commercial Manager.
- To ensure all paperwork and payments are kept up to date on a daily basis.
- Providing an excellent level of customer service, making sure that all prospective clients are taken on the tour of the facilities, given a membership pack, and encouraged to join the Club.
- Conduct an induction with all new members joining the Sports Club.
- Work to ensure all Club users, Swim school parents, teachers and supports staff expectations are fully met and disruptions or conflicts are quickly rectified.
- The Assistant Commercial Manager must be informed of all complaints by email.
- To ensure the safe condition of premises and equipment, identifying faults and reporting them immediately using the maintenance tracking system.
- To undertake such duties as may reasonably be required by the Commercial Manager and Assistant Commercial Manager.
- Monitor the Staff Rotas, and identify any areas where we are short staffed, aid the Assistant Commercial Manager to find cover for these shifts. If no cover can be found you must be prepared to step in and cover the shift, even if it means cancelling plans you may have already made. It is of the utmost importance that the Club remains open.
- Attending training and development sessions, on occasion out-with your normal hours of work to ensure your qualifications are keep up to date.
- Monitor staff performance when you are on duty, ensure that any areas of weakness are reported to the Assistant Commercial Manager.
- Assist the Commercial Manager with the implementation of the Summer Activity Programme, providing additional assistance outside of normal working hours as and when required.
- Ensure that the equilibrium is maintained between the needs of the Sports Club Members and Swim School Parents.



Note: The post holder may be reasonably required to perform duties other than those given in the job description for the post. The particular duties and responsibilities attached to posts may vary from time to time without changing the character of the duties or the level of the responsibility entailed.



Duty Manager Person Specification

		Essential	Desirable
Qualifications/ Experience	National Pool Lifeguard Qualification	√	
	Pool Plant Operators Certificate	√	
	Two years' experience in the leisure industry	√	
	STA/ASA Teacher		√
Skills	Good liaison with management	√	
	Good organisational skills	√	
	Good Leadership and communication skills	√	
	Good team worker	√	
	Provide an excellent level of customer service	√	
	Lead by example	√	
Personal Attributes	Sympathy with the School's Christian ethos	√	
	Friendly and approachable	√	
	Honest and trustworthy	√	
	Flexibility; On call in an emergency	√	
	Knowing how to get the best from people	√	
	Awareness of responsibilities of working in an environment with young people.	√	



Duty Manager Terms and Conditions

Salary	The salary will be paid at £23,679.43 for a 52 week contract. The salary will be at Point 18 of the Support Staff Salary Scale. The salary will normally be reviewed annually in April.
Hours of Work	40 hours per week with a requirement to work Saturdays and if required Sunday to cover a shift.
Pension	Monkton provides access to a stakeholder pension scheme as required by law. The School will comply with its obligations under the Government's auto-enrolment scheme at the relevant time. You will be provided with details of the scheme and your right to opt out in due course.
Holiday	33 days including bank holidays (pro rata for part time/part year). When a bank holiday occurs during term time this will be considered as a normal working day and the normal rules regarding holiday will apply.
Sick Pay	Membership of the School's Support Staff Sickness Scheme.
Lunch	Provided while on duty while catering facilities are functioning.
Notice	This position is subject to a six month probation period during which one month's notice from either party applies. Following successful completion of the probation period one month's written notice applies.
Retirement	The normal retirement age for this employment is 65. However, the mechanics for compulsorily retiring employees have now been abolished so employees are required to provide notice in line with their contractual obligations, above, when they wish to retire.
Medical	All employees are subject to a medical report and to undergo a medical examination, if required.
Security	Monkton Combe School is committed to safeguarding and promoting the welfare of children and applicants must be willing to undergo child protection screening appropriate to the post including checks with past employers and Disclosure and Barring Service.



Child Protection (Safeguarding) and Staff Code of Conduct and Behaviour Policy, including EYFS

Monkton takes safeguarding very seriously. To this end, all appointments are made subject to satisfactory DBS clearance. The interview will include questions about safeguarding children. Monkton's Child Protection (Safeguarding) Policy includes the following information:

The framework provided is an ordered, purposeful, happy and caring community. Pupils are encouraged to develop moral discernment. High standards of behaviour are expected and young people are asked to treat others with courtesy and respect. The School sets out to create a secure basis for living in community and to achieve a balance between thoughtfulness towards others and freedom for the individual to develop his or her own personality. Good pastoral care is central to the life of the School, through the Principal/Heads, Houseparents, Tutors, the Chaplain, the Medical Centre Sister and other members of staff.

Specific Objectives

1. To foster pupils' educational development through all areas of the curriculum so that their self-esteem is raised, enabling them to acquire skills, attitudes and coping strategies which will help them to make reasoned decisions based upon sound judgement and valid information.
2. To provide a variety of opportunities for discussion with their peers and teachers in which the ground rules of confidentiality, tolerance and trust are observed.
3. To teach problem-solving techniques, assertiveness skills and respect for themselves and for other people. To encourage them to be responsible members of the school community, who will develop into caring adults with regard to their families and to society.
4. To maintain links with parents and representatives of outside agencies.
5. To view seriously any instances of bullying and to deal with them effectively.
6. To ensure that all members of the school staff understand Child Protection procedures and are alert to signs of potential or actual abuse in the categories of physical injury, neglect, emotional or sexual abuse.
7. To have in place effective reporting and action procedures, as required by the Children Act 1989 (Pupil > Member of Staff > Designated Teacher > Principal/Head > School Medical Officer (where appropriate) > Social Services). These are set out in more detail in the policy 'Child Abuse/Protection' in this section of the Staff Handbook.

The full Child Protection document can be found [here](#).
If you are unable to access the internet, please request a hard copy.



Equal Opportunities Policy, including EYFS

The Equal Opportunities Policy Statement and Policy Statement on Harassment at Work are designed to implement the commitment of the School to Equal Opportunities. It is the responsibility of every employee to ensure his or her own conduct conforms to the expected standards and reflects these Policy Statements.

The aim of the Policies is to encourage harmony and mutual respect between individuals in order to promote good working practices with a view to maximising performance.

If these Policies are not implemented, then valuable talent and potential are wasted. Moreover, when unfair discrimination, harassment, bullying or victimisation take place they bring about a climate of fear, insecurity and poor work performance. As well as being unlawful, this affects morale. The School aims to comply with all relevant UK and European legislation.

Monkton Combe School has been registered as a school with a religious character by the DfES. As such the School is able to advertise for and appoint teaching staff who have specific Evangelical Christian faith that is central to the ethos and tradition of the School. In specific circumstances this authority enables positive discrimination in favour of Evangelical Christians.

It is vital that every employee understands his or her responsibilities. Equal Opportunities are taken very seriously by the School and wilful failure to apply the Policies or evidence of discrimination, harassment, bullying or victimisation will result in disciplinary action which may include dismissal.

The Equal Opportunities Policy Statement

1. The School values the individual contribution of people irrespective of sex, age, marital or civil partnership status, disability, sexual orientation, gender reassignment, race, colour, religion or belief, ethnic or national origin. The School is committed to ensuring that no applicant for employment or member of staff is disadvantaged by conditions or requirements which cannot be shown to be justifiable. This applies in particular but not only in relation to recruitment and selection, promotion, transfer and training opportunities, benefits, terms and conditions of employment, grievance and disciplinary procedures, termination of employment including redundancies, and conduct at work.
2. All employees should be treated equally with dignity and respect. The School will use its best endeavours to provide a working environment free from unlawful discrimination, harassment or victimisation on the grounds of sex, age, marital or civil partnership status, disability, sexual orientation, gender reassignment, race, colour, religion or belief, ethnic or national origin, pregnancy or maternity.
3. The School recognises its legal obligations, including those under the Race Relations Act, Sex Discrimination Act, The Equal Pay Act, the Equality Act and the Part Time Workers legislation.



4. The School is designated as a School with a religious character by the DfES. This may be taken into account when recruiting staff when appropriate to do so. Notwithstanding this, the School undertakes to review periodically its selection criteria and procedures to maintain a system where individuals are selected, promoted and treated on the basis of their merits and abilities.
5. The principles of non-discrimination and equality of opportunity also apply to the way in which staff must treat visitors, pupils, parents, suppliers and former members of staff.
6. The School will not tolerate acts which breach this Policy and all instances of such behaviour or alleged behaviour will be taken seriously, fully investigated and will be subject to disciplinary procedures if found to be discriminatory. The School further seeks to give all employees equal opportunity and encouragement to progress within the School.
7. The School promotes tolerance of each other and respect for each other's position within the School community, and provides positive images and role models, whilst seeking to avoid prejudices and raise awareness of related issues.
8. If an existing employee becomes disabled the School will make every effort to retain him or her within the workforce whenever reasonable and practicable with reasonable adjustments to assist in overcoming or minimising the difficulties. This may need to be in conjunction with a medical advisor.
9. Whenever reasonably practicable to do so, the School will install in existing premises facilities for people with disabilities. Whenever the School invests capital in new or refurbished premises, every practicable effort will be made to provide for the needs of staff and pupils with disabilities.
10. The School undertakes to distribute and publicise this Policy Statement to all employees and elsewhere as from time to time appropriate.
11. Any employee who believes that he or she may have been subjected to treatment which breaches this Policy may raise the matter through the grievance procedure.

Policy Statement on Harassment at Work

1. The School believes that the dignity of every person must be respected. Harassment of colleagues or pupils is unlawful and unacceptable and will be regarded as a disciplinary offence, which in serious cases, may be classed as gross misconduct, resulting in instant dismissal. The highest standards of conduct are required of everyone, regardless of seniority.
2. The School recognises that harassment may take many forms. It may be directed towards persons of either sex. It may relate to a person's ethnic origin, religion, age, sex, sexual orientation, physical or mental attributes or some other personal characteristic.
3. Harassment may involve action or inaction, behaviour, exclusion, comment or physical contact that the recipient finds objectionable or offensive. It may result in the recipient feeling threatened,



humiliated, intimidated, patronised, demoralised or less confident in their ability. Condoning such conduct may be harassment in itself. The test of harassment is, at least in part, subjective.

4. Examples of unacceptable conduct include:-
 - verbal abuse, or insulting behaviour
 - sexist or racist jokes, jokes about an individual's sexual orientation or jokes about an individual's physical or mental attributes
 - the display or circulation of sexually suggestive or racially abusive material
 - bullying, coercive, intimidating or threatening behaviour
 - the ridicule or exclusion of an individual for cultural or religious differences, on the grounds of sex or sexual orientation or on the grounds of disability or other protected characteristic
 - persistent teasing or constant unfounded criticism of the performance of work tasks
 - unsolicited or unwelcome sexual advances, including touching, staring or commenting
 - comments of a sexual nature about a person's appearance or dress
 - bribery or attempted bribery.
5. An allegation of harassment must not be made lightly. If it is found that an allegation of harassment has been made without foundation and maliciously, then this will also be regarded as a disciplinary offence and in serious cases may be regarded as gross misconduct leading to instant dismissal.
6. All complaints of harassment should be made to the appropriate manager unless the complaint is regarding this person, in which case the complaint should be to that person's superior. Reference should be made to the Grievance procedure in the Personnel and Payroll Policies.

Statement to Prospective Parents

We do not discriminate in any way regarding entry and the School does not treat disabled or prospective pupils less favourably for any reason related to their disabilities than it treats those to whom that disability does not apply. We welcome pupils with physical disabilities provided that our site can cope with them. However, the Senior School in particular is situated on a steep hill and whilst every effort has been made to make it as accessible as possible for wheelchair users, there are some areas where this is not feasible due to the topography. The School will always consider reasonable adjustments to admission arrangements to ensure that disabled pupils or prospective pupils are not placed at a substantial disadvantage in comparison with non-disabled pupils. We welcome pupils with special educational needs, providing that our Learning Support Department can offer them the support that they require. However, we advise parents of children with special education needs or physical disabilities to discuss their child's requirements with the Principal/Head before he or she sits the entrance exam so that we can ensure that we can make adequate provision for him/her. Parents should provide a copy of an Educational Psychologist's report or a medical report to support their request, for example for extra time or other special arrangements.

See also Special Educational Needs policy for policy relating to pupils.