



**PLAS MENAI POOL DUTY MANAGER  
JOB DESCRIPTION**

**ABOUT US**

Legacy Leisure, established to support a national legacy following the Olympics, is a not for profit charitable organisation committed to providing a diverse and meaningful range of leisure and culture related activities for the local communities in which we serve. Aiming to deliver high quality services to our customers, the Company also prides itself on its exemplary health and safety record and commitment to staff.

**JOB DESCRIPTION**

The Pool Duty Manager position is a key position in the Company. Carrying out continuous customer liaison, teaching, lifeguarding and customer service. The position provides the postholder with a genuinely rewarding experience and provides a springboard to a leisure management career in one of the most attractive and fast growing leisure management companies.

**Primary objectives for the Pool Duty Manager will be:**

- To ensure the highest possible standards of Health and Safety and customer care within the Centre.
- To support the development and delivery of the swim programme through the medium of Welsh and ensure that all services and promotional material meet the requirements of Welsh Language legislation
- To deliver the learn to swim programme and lifeguard as required by the Swim Manager and pool programme.
- To assist the Swim Manager with the development and promotion of an exciting, innovative pool programme in order to increase the usage and profitability of the Centre.
- To assume shift management responsibility for the centre to maximise the total performance of the centre and maintain the highest standards of customer care.
- To work closely with the Duty Activity Manager and Swim Manager to gain valuable experience and knowledge.

**The Pool Duty Manager will focus day to day on the following tasks:**

- To ensure the provision of a clean, high quality facility and exciting and innovative Leisure Centre programmes.

- To act as a member of Centre Duty Management Team on a shift rota system, during opening hours of the pool that includes early morning, evening and weekend shifts.
- To ensure all Health and Safety procedures and responsibilities are carried out at all times.
- To assist the Swim Manager to deliver the learn to swim programme (LTS) and lifeguard as required
- To assist with the provision of teaching and coaching courses and assist with the upkeep of a register of qualified swim teachers coaches.
- To help report on performance records, statistics, targets and KPI's as required to feed into the contract monitoring
- To ensure sufficient staff are available for the safe, high quality functioning of the pool.
- To act as a main key holder for the pool and be responsible for opening and closing
- To undertake any regulatory requirements.

## **THE CANDIDATE**

### **Qualifications, Knowledge and Skills**

It will be desirable that the post holder has a recognised qualification in Leisure Management, Sports Development or related subject.

It is desirable that the post holder is a Welsh speaker

The successful candidate will preferably have knowledge and skills in the Leisure or a related industry in a small/medium sized enterprise.

Ideally a First Aid at Work Qualification and National Pool Lifeguard Qualification, although training will be given so are not essential. ,

A level 2 teaching qualification is desirable and if not held to be aspired to as training will be given.

A recognised Pool Plant Operators qualification is desirable or must be obtained within a set period if not held.

### **Personal**

Among the personal characteristics sought the applicant:

- Will be able to gain acceptance and respect from all teams at Plas Menai
- Will be able to build strong relationships with customers, clients and colleagues.
- Will be able to communicate at different levels of the organisation, be able to listen and direct as appropriate.

- Will be able to meet the demands of the role by working additional hours when necessary
- Will be able to learn and develop the knowledge necessary to become Swim Manager.
- Will be able to perform recreation assistant duties and swim teaching duties when required.

## **DBS**

The position of Pool Duty Manager may be classed as a regulated post and therefore may require a DBS Disclosure. Where the individual does not already hold a DBS Disclosure, it may be necessary for the postholder to be submitted for a DBS check.

## **CONDITIONS OF EMPLOYMENT**

<b>Title</b>	Pool Duty Manager
<b>Reporting to</b>	Swim Manager
<b>Grade</b>	4
<b>Annual Leave</b>	33 paid annual leave per year
<b>Pension</b>	NEST Auto Enrolment after 3 months service
<b>Notice Period</b>	1 Month