

# Job Description



Staffordshire University Services Ltd

## General Details

Job title:	Duty Manager
Faculty/School/Service:	Estates and Commercial Services
Normal Workbase:	Stoke Campus
Tenure:	Permanent
Hours/FTE:	1.0 FTE
Grade/Salary:	Grade 4
Date Prepared:	September 2021

## Job Purpose

Working as a member of the Sports Centre team, the post holder will be responsible for the day-to-day operations within the sports centre and for the supervision of duty staff.

## Relationships

Reporting to:	Sports Operations Manager
Responsible for:	Supervisory responsibility for the Recreation Stewards

## Main Activities

1. Manage the effective and efficient day to day operation of the centre, including supervision of the Recreation Stewards in their duties.
2. Produce staffing rota ensuring adequate staffing cover at all times.
3. Issue reception floats and change as required and reconcile daily takings and prepare for collection in accordance with centre procedures.
4. Prepare daily work rosters and ensure all areas of the centre are cleaned in accordance with agreed schedules.
5. Portage, erection and dismantling of equipment where required.
6. Ensure that all Health and Safety guidelines are adhered to within the centre and in the event of an emergency be responsible for the evacuation of the centre in accordance with procedures.
7. Inspect/carry out safety checks in the centre and on equipment. Record and take appropriate action in accordance with centre procedures.
8. Take on a specified area of responsibility in liaison with the Sports Operations Manager.
9. Deal with all complaints and suggestions in accordance with the centre's procedures.
10. Assist in the provision of reception cover when necessary including the use of a computerised booking system.
11. Conduct inductions for new customers as required.
12. The roleholder is required to minimise environmental impact in the performance of their role and to actively contribute to the delivery of the University's Environmental Sustainability Policy.

## Special Conditions

This is a permanent, full-time post working 37 hours over a 7-day week on a shift basis.

The requirement to work on an agreed shift pattern which includes weekends and/or evenings is recognised within the level of the grading of the post.

The postholder will be required to undertake relevant training in order to meet the developing demands of the Service. In particular, specific training in relation to the operation of the computerised booking system, the use of specialist sports equipment, manual handling, fire safety and first aid will be necessary.

This post is exempted under the Rehabilitation of Offenders Act 1974 and as such, appointment will be conditional upon the receipt of a satisfactory response to a check of criminal records via the Disclosure and Barring Service, before the appointment is confirmed. This will include details of cautions, reprimands or final warnings, as well as convictions that are not 'protected' as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013).

### **Variation to Job Description**

Staffordshire University reserves the right to vary the duties and responsibilities of its employees within the general conditions of the Scheme of pay and conditions and employment related matters. Thus it must be appreciated that the duties and responsibilities outlined above may be altered as the changing needs of the service may require.

### **Conditions of Service**

The post is subject to such terms and conditions of employment as negotiated between the Board of Governors of the University and the recognised trade unions, and/or the employees of the University. In negotiating such terms and conditions the Board of Governors will consider any appropriate advice received from the Universities and Colleges Employers Association (UCEA).

### **Application Procedure**

We encourage you to apply on-line at our website <http://jobs.staffs.ac.uk> as the system is user friendly and simple to complete.

Please note that the University will not consider a Curriculum Vitae attached in support of your application and will not use this document in the shortlisting process. Consequently, we would ask all applicants to ensure that they have provided comprehensive information under each criteria in the Supporting Statements section of the application form and, if necessary, add any relevant additional information in the Additional Information Section.