

Recruitment Pack for

DUTY MANAGER

Dear Applicant

Post: Duty Manager
Closing Date: Monday 10 May 2021
JOB REF No: 0561
SALARY: **Grade 6 (£22,950 - £25,500 per annum)**

Thank you for the interest you have shown in our Duty Manager post with Live Borders based at **Peebles Swimming Pool**. You will find the following within this pack:

- Introduction to Live Borders
- Introduction to Peebles Swimming Pool
- Our Strategic Vision, Aims and Values
- Job Description and Person Specification
- Conditions of Employment

The enclosed information provides you with details about our organisation to assist you with your application.

If you would like to apply for this post, you will find an Application Form & Guidance along with an Equal Opportunities Monitoring Form. Please complete both and return to recruitment@liveborders.org.uk

The timeline for the recruitment process is outlined below:

Closing Date: Monday 10 May 2021
Interviews: W/c 17 May 2021

The selection process can include different forms of assessment along with a formal interview. You will be advised of this if your application is successful.

If you have a disability and need assistance in completing your application form, please contact our People team recruitment@liveborders.org.uk to discuss your needs or request a call back.

We look forward to receiving your completed application.

Live Borders

Live Borders is the sport, leisure and culture trust for the Scottish Borders – this means we are a charity. Our aim is for everyone living, working and visiting the Borders to be **healthier, happier and stronger**.

Live Borders is governed and led by a Board of 15 Trustees who set the strategic direction and monitors performance of the organisation.

Peebles Swimming Pool

Peebles Swimming Pool offers a pool with separate baby pool, steam room and a range of fitness classes. Our Learn to Swim scheme has a large and loyal following of families from the Peebles area beyond offering our youngest customers a pathway to becoming confident swimmers. If you are not currently hold a Teaching Aquatics qualification you will be provided opportunity to train and achieve your qualification and become part of our Learn to Swim programme.

Our normal working week is Monday to Sunday but at the moment Peebles whilst we come out of lockdown we are working on restricted opening hours but we look to return to normal opening as soon as we can.

Working with one other Duty Manager based at Peebles Swimming Pool this is an exciting role which allows the Duty Manager to be involved in all aspects of creating a thriving and dynamic leisure centre.

There is full time one post available. This will be 37 hours per week working a variety of day/ evening and weekend shifts. REF NO: 0561

This post is a Grade 6, (£22,950 - £25,500 per annum). Appointment to post is normally made at the lower point of the scale.

Our strategic vision

Vision: Everyone living in, working in and visiting the Borders to be healthier, happier and stronger.

Mission: We use our energy, enthusiasm and knowledge to support more people to experience more, learn more and move more.

Our strategic vision (cont'd)

Strategic goals:

- Expand levels of participation
- Grow our earned income
- Develop plural funding streams
- Build on our reputation for great customer service
- Be a sustainable charity
- Nurture our people.

Our aims and values

At the heart of Live Borders is our commitment to improve lives through physical activity, sport and culture.

Our Values underpin all that we do:

[Live Borders Values](#)

Every penny spent with us is reinvested into supporting active, creative and healthy communities.

The executive team, made up of our Chief Executive Officer and 3 Directors, provide the strategic lead on the management and development of Live Borders to ensure we are a sustainable, dynamic and flexible organisation fit for the future and that meets our stated outcomes.

As we re-emerge from the challenges of Covid 19 and a lockdown which has seen Live Borders unable to deliver any of its services to customers we are now entering a period of recruitment to meet our new ways of working and our ever expanding programmes of activity. Here are some of the ways in which the way we do things are different:

<https://www.liveborders.org.uk/what-to-expect-getting-you-back-safely/>

Job Description

Job Purpose:

To ensure the highest possible standards of Health & Safety and customer care within the Centre.

To develop and promote an exciting, innovative leisure 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.

Responsibilities:

1. To ensure the provision of a clean, high quality facility and exciting and innovative Leisure Centre programme.
2. To act as a member of the Duty Management Team on a shift rota system, during opening hours of the Centre.
3. To ensure all Health & Safety procedures and responsibilities are carried out at all times.
4. To assist the Area Manager in providing appropriate staff training and development.
5. To be responsible for the provision of teaching and coaching courses for all areas of the operation including recruitment and maintenance of a register of qualified coaches.
6. To identify and assess the feasibility of new activities which the Centre could provide.
7. To ensure all staff are kept informed of the Centre's activities and special events.
8. To achieve maximum levels of participation in all courses and activities. Monitoring cost effectiveness and highlighting and rectifying areas of low performance.
9. To produce performance records, statistics, targets and reports for programming and associated activities
10. To assist in the marketing and publicity of all activities and events and develop distribution networks for promotional materials and merchandising of products.
11. To ensure sufficient staff are available for the safe, high quality functioning of the Centre.
12. To assist in the management of the Leisure Centre's quality assurance systems and procedures.
13. To coach and teach as required and generally assist with the running of events.
14. To act as a main key holder for the Centre and be responsible for opening and closing of the building and emergency call-outs.

15. To undertake any regulatory requirements.
16. To be responsible and accountable for cash handling as required.
17. Build and maintain good working relationships with colleagues within the organisation
18. Be aware of practices in other Trusts and within the industry and adopt best working practices wherever relevant, recommending and presenting business cases
19. Ensure that services are delivered with a customer focused ethos
20. Comply with all Live Borders policies and procedures.
21. Promote equal opportunities in service delivery
22. As an employee you must take reasonable care for the health and safety of yourself, other employees and anyone else who may be affected by your work activities carried out. Employees shall work in accordance with policies, procedures, information, instructions and / or training received
23. This job description is indicative of the nature and level of responsibility associated with the job. It is not exhaustive and there may be a requirement to undertake such other duties as may be required to meet the needs of the Service or Live Borders

Other details

Regular weekend working plus occasional out of hours requirements

Requirement for PVG/Disclosure check – yes

This role will involve some travel between Live Borders facilities. The post holder will therefore be preferred to hold a full, valid driving licence and have access to a car.

Person Specification

EDUCATION			
Essential	Assessed by	Desirable	Assessed by
3 SCE Standard grades or equivalent, including English and maths National Pool Lifeguard Qualification	App	A formal qualification in Leisure Management First Aid at Work Swimming teaching qualification Gym Qualification (SVQ 2 or similar)	App
EXPERIENCE			
Essential	Assessed by	Desirable	Assessed by
Minimum of 3 – 5 years experience in the Leisure Industry	App		
SKILLS AND KNOWLEDGE			
Essential	Assessed by	Desirable	Assessed by
Ability to work with Leisure Centre Management Team and staff to jointly deliver quality output	Int	Knowledge of quality Management Systems	
Well developed organisational skills	Ref	Practical skills in Sports Coaching	
Ability to set up and maintain sound systems and procedures	Test		
Strong communication skills both written and oral	Int		
IT Literate – Microsoft Office, Gladstone (Leisure Management Systems)	Int		
PERSONAL ATTRIBUTES			
Essential	Assessed by	Desirable	Assessed by
Ability to work largely unsupervised and to use initiative to create positive results	Ref	A strong interest in sport and recreation	
Team working	Int		
Work logically	Ref		

KEY

App – Application; **Int** – Interview; **Ref** – Reference; **Test** – Test

SUMMARY OF CONDITIONS OF SERVICE

Location:	Peebles Swimming Pool, Port Brae, Peebles (employees may be required to work at any Live Borders site during their career with us).
Hours of Work:	37 hours per week, worked as agreed with line manager
Payment Method:	Paid monthly on the last banking day of each month.
Annual Leave:	Up to 2 years' service = 30 days (pro-rata for part time). Increases by an extra day after completion of three years' service by commencement of the leave year. An additional day accrued for each completed year of service up to max of 6 additional days.
Public Holidays:	4 designated public holidays per year (pro-rata for part time)
Notice Period:	4 weeks, as detailed in any offer of employment
Pension:	Option to join Group Personal Pension; employee contribution from 5% with the option to join the Local Government Pension Scheme after 5 years' service.
Equal Opportunities:	Live Borders is an Equal Opportunities Employer and considers applicants on their suitability for the post regardless of sex, race, religion, disability or sexual orientation.
Sickness Allowance:	Employees with less than 6 months' service get Statutory Sick Pay (SSP) only. Occupational Sick Pay is available to employees with more than 6 months' service (when the sickness commences) and starts from 5 weeks' full pay/ 5 weeks half pay and increases to a maximum of 26 weeks' full pay/ 26 weeks half pay after 5 years' service.
Presentation:	Live Borders has strict standards of presentation; which staff are required to comply with. Uniforms are provided for the majority of posts where provided these must be kept clean and well presented. Where a uniform is not provided appropriate business dress is expected.
Other Benefits:	Free access to all our sports facilities Access to ASVA Cycle to work scheme Healthy Extras – includes retail discounts and access to health and wellbeing services

Please note that this is a summary of Live Borders conditions of service. If you are successful at interview and are offered employment, the specific conditions that apply to you will be detailed in your contract.

Information for all Job Applicants

Evidence of Right to Work in the United Kingdom

As a result of the Asylum and Immigration Act 1996, Live Borders requires every employee to provide evidence of eligibility to work in the UK. This will be required from the successful candidate prior to the appointment being made. Please do not send documentation at this stage. There are a number of specified documents which you could provide, some of which are list below. Only one is required:

- A passport describing the holder as a British Citizen
- A passport containing a Certificate of Entitlement issued by, or on behalf of the Government of the United Kingdom, certifying that the holder has the right of abode in the UK.
- A passport or national identity card issued by a State which is a party to the European Area Agreement and which described the hold as a national of that state.
- A registration card which indicates that the holder is entitled to take employment in the UK
- A birth certificate issued in the United Kingdom or in the Republic of Ireland, with documentary evidence of their National Insurance Number.
- A certificate of registration or naturalisation as a British citizen, with documentary evidence of the National Insurance Number.

Disclosure Scotland

The successful candidate will be subject to a Protecting Vulnerable Group registration to become a member of the Disclosure Scotland PVG Scheme, if this a requirement of the post. The cost of this registration will be met by Live Borders.

Live Borders

For more information about Live Borders please visit our website www.liveborders.org.uk

Please contact our People Team on recruitment@liveborders.org.uk if you require any other information about working for Live Borders.