

1 The Job

Title	Duty Manager
Department	Operations Management Team
Type of Contract	Full Time 39-hour contract
Reporting to	Senior Manager
Location	LeisureWorld Group
Salary	€30,000 - €35,000 per Annum

Purpose of Role

Duty Manager responsibilities include overseeing daily operations, ensuring employee productivity, monitoring efficiency of all processes and creating a positive work environment for employees. You will also meet regularly with upper management to stay up-to-date with organizational changes, issues and improvements.

2 Key Responsibilities

- Ensure the centre at all times is managed effectively and safely with a daily focus & action on Health & Safety, Customer Service and Hygiene.
- Be responsible for ensuring that all NOPS for all relevant depts and systems are adhered to and implemented.
- Be responsible for all aspects of Health & Safety being managed daily.
- Proactive management of reporting of operational issues to ensure remedies are timely and effective.
- Ensure you are fully aware of all promotions / marketing and be responsible for Communication and correct procedures of same to / by staff & customers.
- Be responsible for roll out of any new procedures / activities / programmes as directed by Senior Manager or Executive Team.
- Ensure a productive and proactive Team ensure you have regular pro-active involvement in their day to day performance.
- Lead and manage all personnel under your remit – ensure good communication flow and engagement is maintained.
- Provide recommendations on improving systems and procedures.
- Act as a role model for team members.

3 Ideal Candidate

The successful candidate will possess the following skills, experience and competencies.

- Patience, empathy and a genuine desire to help others.
- The ability to build and maintain effective working relationships.
- The desire to contribute to a positive environment.
- A shared sense of purpose and commitment to Leisure World's values and evidence of demonstrating these values in practice.
- Your focus will be on our brand values: **RESPECT; COLLABORATION; PROFESSIONALISM;**
- Fully flexible with hours seven days a week and available at short notice
- Min 2 year plus experience in a management or supervisory capacity

Desirable certifications and qualifications

- Leisure/Management Qualification
 - An industry standard recognised Lifeguard qualification certificate
 - First Aid Responder (FAR) qualification
 - An industry standard Swim Teacher qualification certificate
 - An industry standard Pool Plant Operators qualification certificate

4 Benefits

- Family Membership for you and your family
- Reduced golf fees at Mahon Golf Course
- 50% Discount on Kids Camps (when applicable)
- 50% Discount on Kids Swimming Lessons (when applicable)
- Pitch Bookings are Free off Peak / Free Peak if not in use by Customer
- Birthday Parties #10 children €50 / # 10 plus €100 - To be booked with Snr Manger of your site due to our limited availability resource wise. (when applicable)
- Career promotions – opportunities to be promoted within the company
- Development courses to aid career progression
- Save money with our cycle to work scheme and plan for your future with access to the companies PRSA Pension scheme
- Health & Wellness Policy
- Multi-site & flexible work environment

5 Application & Selection Process

The selection process may include short-listing of candidates and will be based on the requirements of the position. It is important that you provide a detailed and accurate account of where you believe your skills and experience meet the requirements for the position.

This should be contained in a cover letter accompanying your CV and should be sent to

recruitment@lwmanagement.ie

6 Further Information

ISSUED BY THE HR DEPARTMENT AT LW MANAGEMENT

Applicants must have the legal right to live and work in Ireland.

We are an equal opportunities employer.