

1 The Job

Title	Senior Duty Manager
Department	Operations Management Team
Type of Contract	Full Time 39-hour Contract
Reporting to	Executive Team
Location	LeisureWorld Group
Salary	€35,000 - €40,000 per Annum

Purpose of Role

Senior Duty Manager responsibilities is to operate the LeisureWorld facilities of the group effectively & safely, ensuring high levels of hygiene and customer satisfaction with appropriate resources and personnel to achieve the business objectives through on time leadership, communication & motivation for the operational teams

2 Key Responsibilities

BSC

- Responsibility for the records and collation for the sites BSC & KPI Report
- Ensure systems and reports are functional and accurate and timely
- Be the lead through implementation of recommendations to improve results through action plans & monitoring.
- Measure Business Performance in line with Budget & Targets & Strategic Objectives

Operations

- Ensure you are fully aware of all promotions / marketing and be responsible for Communication and correct procedures of same to / by staff & customers.
- Proactive management of reporting of operational issues to ensure remedies are timely and effective
- Ensure accidents & incidents are recorded accurately as per procedures and reported to the Group Administration Manager for information & record should a future claim arise.
- Ensure on time administration of invoices, PO's as per the accounting function requirements
Ensure the plant & equipment inventory report is accurate and up to date to ensure warranty is accurate
- Cover operational shifts on a weekly basis
- Proactive management of reporting of operational issues to ensure remedies are timely and effective

Swim Lessons

- Ensure the effective management of internal personnel
- Work with the Group Administration Manager to ensure agreed structure is consistent, implemented and communicated on time to relevant personnel
- Ensure standards and safety measures are implemented consistently by operations

HR & Rosters

- Ensure a productive and proactive HR Team lead for your team and have pro-active involvement in their annual performance reviews, including goals and objectives setting and monitoring.
- Lead and manage all personnel under your remit – ensure good communication flow and engagement is maintained
- Liaise with HR in respect of staff recruitment needs
- Undertake the operational aspect of staff inductions when requested by HR
- Ensure full participation of all personnel in staff training
- Work with Operations to ensure rosters are on time & operationally effective for the business needs:
 1. Lead and coordinate the systems that control the rostering function across the sites under your remit
 2. Completion of weekly Timepoint payroll report - follow up with Operations if any actions
- 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.

Standards / Procedures

- Ensure personnel responsibility for full awareness of the following critical company documents:
 - Safety Statement
 - Risk Assessments
 - NOP
 - EAP
 - Employee Handbook
- Implement and ensure adherence to the procedures at all times.
- Be a proactive participant in the review process of documentation and communication of changes to personnel.
- Liaise with Operations to lead and deliver completed documentation to be implemented across the group to achieve the external award criteria
- Ensure regular agreed Training is implemented regarding Fire Evacuation, EAP etc as per policy and following report from Trainer to ensure follow up on actions or non-attendance
- Contribute in the group Health & Safety Committee
- Lead, support, manage and monitor all H&S systems that have been agreed by Health & Safety Committee
- 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.
- Provide recommendations on improving systems and procedures.
- Ensure on time administration of invoices, PO's as per the accounting function requirements
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Other

- Be involved in projects as they evolve
- Be responsible for roll out of any new procedures / activities / programmes as directed by the Executive Team.

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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 3 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.

Role Profile

