



DUTY MANAGER

Overview:

The Duty Manager plays a key role in the day-to-day operation of The Pickaquoy Centre Trust, ensuring facilities, services and staff are managed effectively and safely.

Working closely with the Senior Management Team, you will lead operational staff, maintain high standards of customer service, and support the delivery of a wide range of sport, leisure, events and community activities.

As an ambassador for the Pickaquoy Centre, you will assist in promoting a positive culture and help ensure the Trust continues to provide high-quality services for the community.

Salary:

£32,445.00 per year

Local Government Pension Scheme - employers contribution of 15%

No. of Hours:

35 hours per week

Responsible to:

Operations Manager

Responsible for:

Supervision of all Operational Staff whilst working as the Centre Duty Manager, plus departmental Line Management responsibility.

Date Prepared:

September 2026

Principle Functions:

Responsibility for the day-to-day Operational Management of The Pickaquoy Centre, ensuring Health, Safety & Environment (HSE) standards and Pickaquoy Centre policies and procedures are always adhered to. Providing exemplary customer service, and ensuring others meet the same standard, is paramount to this role. This role involves supervisory, Line Management, and developmental responsibilities.



Role-Specific Duties:

1. Day to day preparation of all Pickaquoy Centre facilities to the highest possible standards.
2. Responsible for effective delivery of daily operations, ensuring that all tasks undertaken are compliant with HSE requirements.
3. Ensure correct public usage of centre facilities, as detailed within The Admissions Policy, whilst always adhering to Operational Procedures.
4. Personally provide outstanding levels of customer service in accordance with Pickaquoy Centre Values, ensuring that all operational staff meet the same standard.
5. Keep up to date and be able to provide information on all products and services, to both customers and colleagues.
6. Assist in all aspects of operations across all facilities, including but not exhaustive of set-up procedures; cash handling; booking procedures; customer response; adherence to financial and legal regulations; pool plant operations; staff supervision.
7. Assume overall responsibility for the security of the building and its assets, and the safety of customers and staff.
8. Ensure all areas of the Centre, are clean and tidy, and maintained to a high standard.
9. Establish productive and positive working relationships within all Operational Teams and customer groups.
10. Inspire, motivate, and lead Operational Teams across the Centre to achieve excellent results.
11. Assist in the development and ongoing management of staffing requirements and subsequent rostering.
12. Provide training, mentoring and support to all direct line management staff. Conduct performance reviews for line management staff setting appropriate targets for growth and improvement.
13. Action emergency procedures when required. Ensure the safety of public and staff by following the emergency action plan, assisting with the development of this plan on an ongoing basis.
14. Maintain up-to-date knowledge of relevant industry legislation, guidance and good practice relating to all areas of work across the facility.
15. Liaise with the Pickaquoy Centre internal and external Maintenance Teams, and OIC. Ensure that faults are reported in a timely manner and resolved promptly.
16. Contribute to Management Reports on a monthly and annual basis.

Additional Duties:

1. Ensure that all duties are completed in line with the Trust's Equal Opportunities Policy along with any other associated policies and practices.
2. Remain compliant with General Data Protection Regulations (GDPR) and maintain absolute confidentiality.
3. Be willing to undertake continuous professional development as required by the Management Team.
4. Undertake any other duties as the Senior Management Team may require.
5. The postholder may be required to work at other sites operated by The Pickaquoy Centre Trust.

Person Specification:

Attributes	Essential	Desirable
Professional / Educational Qualifications - • Sport & Leisure Management Degree or an equivalent nationally recognised Leisure qualification. • Current First Aid at Work qualification or be able to undertake and pass the qualification. • Health and Safety industry qualification or equivalent. • Personal Licence Holder or be willing to obtain a Personal Licence. • Willing to undertake continuous professional development. • Pool Plant Operations certification (or willing to obtain). • SVQ Internal Verifier or Internal Assessor qualification.	   	  
Relevant work / other experience - • Experience of working in the sport and leisure industry in a supervisory capacity. • A working knowledge of Microsoft office applications, and the ability to learn to use the Trusts Leisure Management System effectively. • Operational knowledge of an industry recognised quality improvement system. • Experience in working under pressure and meeting scheduled operational requirements. • Previous Supervisory and/or Line Management experience.	 	  
Skills and Abilities - • Excellent time management skills. • Ability to formulate, implement and develop individual, team, and organisational goals. • Ability to assist with the formulation of business/service plans along with the Operational Support staff. • Ability and commitment to being an effective team member within a dynamic and innovative team.	 	 
Personal Qualities - • Excellent communication skills and the ability to relate to a wide range of staff and customers. • Highly organised with an ability to prioritise, work unsupervised, delegate tasks, and meet deadlines. • Conscientious and committed. • Able to handle sensitive information in a confidential manner. • Meticulous in own and the wider team's personal presentation, and willing to adopt the Centre's dress code.	    	
Additional Job Requirements - • Available to work on a rota system which will include early mornings, late finishes, and weekends. • Fulfil any requirement to be part of an on-call roster for emergency call outs along with the wider team. • To act as First Aider and Personal Licence Holder for the Centre whilst on duty. • To become a member of the Protecting Vulnerable Groups Scheme.	   	

We are committed to inclusion and diversity, and welcome applications from groups with under-represented protected characteristics. We are happy to discuss reasonable adjustments or arrangements for any part of the recruitment or selection process, or for the tasks and duties associated with this role.