

**JOB DESCRIPTION**

**Job Title:** SportsDockSenior Duty Manager

**Service:** East London Sports

**Grade:** E

**Campus/Location:** Docklands

**Responsible to:** Centre Manager

**Responsible for:** Duty Managers

**Liaison with:** University students, staff, external groups

**Never Not Moving Forward**

Build your career, follow your passion, be inspired by our environment of success. #BeTheChange

The University of East London is one of the most diverse and vibrant universities in the global capital. Our pioneering and forward-thinking vision is making a positive and significant impact to the communities we serve, inspiring both our staff and students to reach their full potential.

Born in 1898 to serve the skills needs of the 2nd industrial revolution, the University of East London has commenced Year 4 of its transformational 10-year [Vision 2028 strategic plan](https://issuu.com/universityofeastlondon/docs/annual_review_2020?utm_source=Charlotte%2BWhite%2Btest%2Bmail%2Blist&utm_campaign=46c08a193b-EMAIL_CAMPAIGN_2018_09_19_02_52_COPY_04&utm_medium=email&utm_term=0_e8797a5163-46c08a193b-) led by our Vice-Chancellor & President, Professor Amanda Broderick, to advance Industry 4.0 careers-1st education. We have a clear route-map to provide a springboard for the jobs and opportunities of the future; drive diversity in the 4.0 talent pipeline - working in partnership to promote talent wherever it is found; and to create an inclusive and sustainable, green future.

We are looking for forward-thinking, innovative, curious, high-energy, self-aware people who are passionate about making a positive difference and who will thrive in an inclusive and diverse University community who are never not moving forwards.

As one of the most socially inclusive and international Universities and comprising one of the most diverse staff populations in the UK (50% of our professoriate identify from black or minority ethnic backgrounds), we are hugely proud of our track record in reducing inequalities (ranked 1st in the UK & 2nd globally, Times Higher Education Global Impact Rankings, 2020) and our commitment to equality, diversity and inclusion is at the heart of Vision 2028.

We are building an environment of success where colleagues are supported to achieve, and our community can flourish and thrive. We are an accredited Investors in People Award Institution and have achieved the Investors in People Health and Wellbeing Award. With Athena Swan Awards and being one of a small number of universities to have achieved the Race Equality Charter Award, we continue on our journey to address and reduce barriers to opportunity.

So, if you are looking to build your career in a dynamic, inclusive and performance-focused team and are inspired by our environment and drive for success, we want you to apply to join the University of East London. We are looking for inspirational individuals who have a passion to make a positive difference to people and planet, creating a more sustainable future for everyone.

**JOB PURPOSE:**

To supervise the SportsDock facility and all operational staff whilst Duty Manager and line manage the Duty Management Team. They will also be responsible for Staff Training, Health & Safety and the development of operational processes to improve consistency and efficiency of the business.

**MAIN DUTIES AND RESPONSIBILITIES:**

All duties and responsibilities are at the direction of the UEL SportsDock Centre Manager and are set out below. The post holder is expected to always conduct themselves professionally and perform the duties and responsibilities of the job description to the required standard. In addition, the post holder(s) will be required to work with all staff across University of East London to ensure our mission and strategy are achieved.

**LEADERSHIP**

* Recruit, train, and line manage a team of full time and casual Duty Managers in all aspects of delivering a high standard and customer focused service to achieve KPI objectives. Hosting regular 1:1 feedback, chairing monthly team meetings and managing a rota to maintain efficient staffing levels dependant on seasonal variations.
* A point of escalation for operational issues, supporting the more complex queries and attending to challenging customers.
* Lead and support staff to provide a friendly and professional rapport with all customers, presenting a positive impression of themselves and the organisation.

**TRAINING**

* Develop and deliver an ongoing training programme for departmental staff as part of the team’s continuous personal development.
* Provide a learning framework, using Linkedin Learning and other resources for all new starters both casual and full time for them to complete during their first 12 months employment.
* Host regular 1:1’s to provide feedback and actions.

**HEALTH AND SAFETY**

* To fulfil the role of East London Sport’s H&S Co-ordinator
* To develop, monitor and review the health and safety policies, Normal Operating Procedures and Emergency Action Plan, to achieve the overall objectives of East London Sport and SportsDock.
* Carry out, coordinate, and review regular risk assessments on all activities within the service as appropriate to ensure the highest standards of health and safety are maintained for staff, students and customers at all times.
* Monitor, review and report/investigate all accidents and incidents to reduce these and ensure any required action is followed through.
* Manage the first aid room and ensure all first aid equipment and stock are fully replenished and in working order.
* Monitor and ensure all staff, instructor and coach qualifications and insurance are up to date and recorded.

**DUTY MANAGEMENT**

* To have first line responsibility for operational health and safety of customers, staff, and the facility. To perform regular building, process and operation checks throughout a shift to ensure optimal operation, customer satisfaction and to maintain a safe, clean, and well-maintained environment.
* To maximise the effectiveness and efficiency of the operation of the UEL SportsDock by assisting Operations Assistant to serve customers at reception and set up/ down courts according to the schedule of activities.
* Assisting in the smooth running of large-scale sporting and/or leisure events.
* Manage the team to set up for large-scale sporting and/or leisure events, sometimes carrying/ moving heavy items, in a safe manner, as per risk assessment and training.
* To assist the Management Team as required to develop, implement, monitor, and review the policies and procedures of the facility to achieve the overall objectives of the UEL SportsDock.
* To assist in the development of and undertake an ongoing training programme for departmental staff to ensure the highest standards of knowledge and customer service are achieved.
* To undertake regular training in basic life support, advanced resuscitation and first aid, and to use such skills as required in emergency/first aid situations.
* To supervise new starters and work experience as appropriate.
* To undertake any other duties that may be required by the Management Team.
* To work unsociable hours including early mornings, evenings, weekends, and public holidays in accordance with the needs of the rota.

**OTHER**

* Collaborate with Operations Manager to lead SportsDock through quality assurance such as Quest and CSE and ensure that we develop and implement a service improvement plan on the back of these assessments.
* Use our customer insight platform to deliver regular surveys to membership base, including NPS and Customer Service, with full monitoring and evaluation to assess strengths and weaknesses of business. Work alongside Operations Manager to review and analyse customer feedback.
* Work on the development of a platform to amalgamate training, health and safety and operational procedures into one place.
* Attend conferences, networking events and/or forums, as is required to stay up to date with industry trends.
* To undertake any other duties that may be required by the Centre Manager.
* To work in accordance with all of University of East London policies, including HR, EDI, Sustainability and H&S.

**PERSON SPECIFICATION**

**POST TITLE**: SportsDock Senior Duty Manager

**SERVICE**: East London Sport

**GRADE**: E

**EDUCATIONAL QUALIFICATIONS AND ACHIEVEMENTS**

**Essential criteria**

* Degree, or equivalent in a sport/leisure/management subject (A, C)
* First Aid at Work Qualification or the ability to obtain the qualification within two months (A, C)

**Desirable criteria**

* IOSH/NEBOSH qualification (A, C)

**KNOWLEDGE AND EXPERIENCE**

**Essential criteria**

* + Significant management experience, including experience of managing a customer focused team and preferable in a multi sports facility environment (A, I)
  + Experience of health and safety and facility/operational responsibility within a sports facility environment (A, I)
* Sound knowledge of the working practices of a sport/leisure facility (A, I)
* Good standard of written and spoken English and excellent IT skills (A, I)
* High level knowledge of sport, health and fitness (A, I)

**Desirable criteria**

* Experience and/or knowledge of quality assurance schemes, such as Quest. (A,I)
* Previous work using digital customer feedback platforms. (A,I)

**TEAMWORK AND MOTIVATION**

* Experience of being supportive and encouraging of others, with a flexible approach to delivering team results. Actively contribute to building team morale. (A, I)
* Ability to lead and motivate a team towards a common goal (A, I)

**COMMUNICATION**

* Excellent customer engagement skills; effective listening and communication, ability to manage conflict and to manage effectively under pressure. (A, I)
* Ability to receive, understand and convey information that needs careful explanation or interpretation e.g. procedures or regulations (A, I)

**PLANNING & ORGANISING**

* Experience of planning, prioritizing and organizing your own work and that of other staff on a daily, weekly or monthly basis, whilst ensuring the effective use of resources and delivering to tight deadlines (A,I)

**INITIATIVE AND PROBLEM SOLVING**

* Experience of using initiative and creative to resolve problems, identifying practicable and suitable solutions related to facility management (A, I)

**OTHER ESSENTIAL CRITERIA**

* Able to work unsocial hours as required through our shift rota system (A, I)
  + Due to the nature of the role, a good level of physical fitness is required (A, I)
  + Commitment to and understanding of equal opportunities issues within a diverse and multicultural sport and leisure environment (A, I)

**Criteria tested by** **Key:**A = Application form  
C = Certification

I = Interview  
P = Presentation  
R = Research papers  
T = Test