



# Duty Manager – Customer services

Three Hills Sports Park

Recruitment pack



Registered Charity No. 1155522



# Introduction

**Thank you for taking an interest in the role of Duty Manager (Customer Services) at Three Hills Sports Park.**

The Sports Trust is seeking a Duty Manager who will be responsible for the day-to-day operational management of the centre to the highest standard.

As a Duty Manager at Three Hills Sports Park, you will ensure that a high-quality service and excellent standards are delivered for third party hirers and that all health and safety procedures are implemented and followed. You will have previous supervisory experience and a proven track record of driving commercial returns from memberships and ancillary income.

If you are excited by the challenge and believe you have the skills and commitment to join us, then I would encourage you to apply.

I very much look forward to hearing from you.

With best wishes,

**Chris Kent,  
Chief Operating Officer  
The Sports Trust**

The Sports Trust is a registered charity which was set up in 2013. The charity works in schools, sports clubs and in the local community to provide the best opportunities for people of all ages and abilities to be physically active.

In schools, The Sports Trust delivers a comprehensive timetable of coaching and competitions to every school in the Folkestone & Hythe district to inspire and encourage young people to build a life-long love for sport and physical activity.



The Sports Trust looks to support clubs with funding, training, qualifications and guidance. We support clubs with marketing initiatives which aim to drive participation and we'll support talented athletes to reach the highest level of competition via our ambassador programme.

In the community, The Sports Trust aims to break down barriers to participation, especially for under-represented groups: women, people aged 50+, those living with a mental health condition or for those whom English is a second language. We work collaboratively with strategic partners to create safe and inclusive environments for people be more active and meet like-minded people.

The Sports Trust operates three impressive and inspirational facilities: Folkestone 51, Three Hills Sports Park and Folkestone Sea Sports. The facilities operate with the same ethos and culture which has been instilled into the charity since its inception.

With the immense growth that The Sports Trust has seen over the past seven years, and with exciting plans to progress and develop in the future, we are currently undergoing a rebranding process to create an overarching brand which is more reflective of the diverse work we are doing to make a positive impact on the physical, mental and social wellbeing of our local community.



## Job description

**JOB TITLE:** Duty Manager – Customer Service

**REPORT TO:** Senior Duty Manager

**CONTRACT TYPE:** Full time, permanent

**WORKING PATTERN:** 5 days (37.5 hours) per week to mainly include evenings and weekends.

**SALARY:** £19,000-£21,000

**LOCATION:** Three Hills Sports Park

### MAIN OBJECTIVE:

To be responsible for the day-to-day operational supervision of the centre ensuring the highest standards, including excellent customer service and staff engagement. To ensure that the service and standards for third party hirers, including sport clubs, are always excellent and to implement all health and safety policies and procedures ensuring the centre is always operationally compliant.

# What we are looking for

## MAIN DUTIES:

1. Responsible for day-to-day supervision of the centre ensuring that effective and efficient operation of the centre is managed in accordance with operational policy and procedures. This includes key holding and the opening/closing of the centre.
2. Ensure that customers have a positive experience and support and improve the 'customer journey'.
3. Support the effective deployment of the team on the shift to meet the financial and operational demands of the centre.
4. Ensure that there is clarity of expectation for all staff on shift, and that they are well briefed about any specific requirements for that shift/day. Manage the teams staff welfare and ensure that they are motivated and engaged in providing high quality standards.
5. Understand and contribute to the centre financial targets and KPIs, including, but not limited to, targets set for:
  - a. customer service
  - b. occupancy
  - c. revenue
  - d. payroll
  - e. participation
  - f. food and beverage
5. Ensure that the Centre is secure, and that cash handling, reconciliation and banking duties are as per the Centre procedure.
6. Ensure that maintenance concerns are reported at the earliest opportunity and ensure appropriate communication with customers in this regard.
7. Centre cleanliness is excellent and that cleaning tasks are as per requisite checks.
8. Report any concerns and customer feedback regarding the Centre programming, to your Line Manager. Suggest opportunities to develop and improve the offer, schedule, and ways to increase participation and occupancy.
9. Assist the Senior Duty Manager with the recruitment, training and development of the team including annual performance reviews and monthly feedback.
10. Deliver high quality service and standards within the centre, delivering and arranging training as required to ensure standards are met or exceeded.
11. Ensure the centre is operating in accordance with all health and safety and security policies and procedures, work instructions and that risks are identified, assessed, escalated, and managed appropriately. Responsible for ensuring food hygiene and operation of the bar comply with licencing and food hygiene regulations and the law.
12. Ensure all data is stored securely.
13. Assist with the implementation of the Service Improvement Plan for the Centre and carry out internal audits and stock takes, as requested.
14. Always maintain the highest levels of customer service and satisfaction, recognising and communicating its importance and relevance to the success of the organisation.
15. Become familiar with the overall ethos, culture and values that have been instilled by the charity (TST) since its inception and be open minded and willing for all operational staff to embed this culture within Three Hills Sports Park.
16. Work with the Senior Duty Manager and TST Charity team to ensure that all charity projects and activities run smoothly within Three Hills Sports Park.
17. Develop relationships with local business and community groups for bookings.
18. Communicate effectively with the Bar & Catering team so that staff feel informed and involved with overall site performance.
19. Undertake training as necessary in line with the development of the post and as agreed with your line manager.
20. Occasionally training, or meetings are organized outside normal working hours. The post holder will be expected to attend whenever reasonably practicable.
21. To achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
22. To undertake any other duties at the request of the line manager which are commensurate with the role, including specific activities/initiatives, internal job rotation and absence cover which may include covering front line roles especially during peak periods

	Essential	Desirable
<b>EXPERIENCE</b>		
Supervisory experience in an operational capacity in the leisure, retail, or hospitality sector	x	
A proven track record of driving commercial returns from memberships and ancillary income	x	
Experience of customer service and staff management.	x	
Experience of managing a team, including recruitment, identifying, and implementing staff training and development, performance management and staff appraisals	x	
<b>SKILLS</b>		
Ability to work efficiently with minimum supervision	x	
Strong organisation, listening and analytical skills	x	
Excellent written and verbal communication	x	
A proven ability to foster and maintain successful working relationships with internal and external stakeholders.	x	
Ability to manage risks and prioritise effectively whilst managing a busy operational environment	x	
<b>KNOWLEDGE</b>		
Understanding of membership sales and retention	x	
Understanding of health and safety legislation and procedures	x	
Good commercial awareness which translates into a successful and financially viable operation.	x	
<b>ATTRIBUTES</b>		
Results orientated, driven to succeed	x	
Strong people management skills	x	
Team orientated approach, supports and praises the work of colleagues	x	
Excellent time management skills - able to prioritise effectively	x	
A self-starter with a 'can-do' attitude who inspires others with their commitment and energy	x	

<b>QUALIFICATIONS/CERTIFICATIONS</b>		
No indications in personal background or criminal record to suggest unsuitability to carry out this role (enhanced Disclosure and Barring Service check required)	x	
Undergraduate degree in sports and/or project management related subject(s) or equivalent professional experience		x
A relevant higher professional qualification in leisure or business studies		x
First Aid at Work Qualification		x
Personal Licence Holder		x
Basic food hygiene	x	

# How to apply

We hope you will consider making an application. If you have questions about the appointment and would find it helpful to have an informal conversation, please contact [nicholas.shaw@3hsp.co.uk](mailto:nicholas.shaw@3hsp.co.uk)

To apply, please email [nicholas.shaw@3hsp.co.uk](mailto:nicholas.shaw@3hsp.co.uk) with:

- your CV
- a supporting statement that sets out why you think this role is the right move for you and how you meet the person specification (no more than two sides of A4)

This advert will remain open until a suitable candidate is found.

