

JOB DESCRIPTION: CRICKET CENTRE DUTY MANAGER

JOB TITLE:	Cricket Centre Duty Manager	OFFICE/HO DEPT:	Cricket
REPORTS TO (TITLE):	Cricket Centre Manager	DATE:	1 st October 2018

1. MAIN PURPOSE OF JOB (one statement explaining the job's overall objective)

To ensure the Cricket Centre & associated training facilities are managed safely and efficiently whilst maintaining a first class customer experience for all players and visitors.

2. JOB SPECIFIC TASKS (the major end results the job is expected to achieve)

1. Efficient set up of nets & cricket equipment as required for the smooth running of bookings, both indoor and outdoor
2. Provide a first class customer experience for all players, cricket and non-cricket customers
3. Supervise any Casual Duty Officer on shift, ensuring work is appropriately delegated and balanced in order to manage own and overall workload
4. Carry out scheduled water testing, cleaning & maintenance on the players' hydrotherapy pool & plant equipment
5. Take payments for bookings, ensuring all financial procedures are followed, and undertake end-of-day banking as required
6. Be responsible for the safety & security of all customers and for general maintenance of non-specialist equipment
7. Ensure communication of incidents / accidents / faults during each shift are recorded and reported accordingly
8. Take ownership to resolve any issues at the source wherever possible and escalate to resolve issues where necessary
9. Ensure all public areas, store rooms, function rooms and equipment are kept tidy and secure
10. Open & close the facility, acting as emergency responder, fire warden and first aider, liaising with site security as necessary
11. Assist with the setup, operation and de-rig of facilities, equipment and services used during major events
12. Promote available bookings via social media and undertake other administrative work as required to support senior staff
13. Complete all training as required to fulfill the role (e.g. first aid, fire warden, manual handling, IOSH, NPPO, MEWPs)
14. Carry out any additional work as specified by the Senior Administrator / Lead Coach / Centre Manager when required

3. KNOWLEDGE/EXPERIENCE/SKILLS NEEDED (expertise needed to perform the job to the required standard)

ESSENTIAL:

1. Be self-motivated, flexible, able to work independently and demonstrate some level of supervisory experience
2. Have excellent time-management & prioritisation skills
3. Demonstrate the ability to problem solve and take ownership and responsibility in a customer-facing environment
4. Demonstrate the ability to undertake basic equipment maintenance and safety checks
5. Demonstrate an understanding of health & safety issues, reporting procedures and control measures
6. Experience of wet side operations
7. Have a polite, approachable manner with excellent communication skills
8. A good level of general IT proficiency

DESIRABLE:

9. Previous experience working as a leisure centre supervisor / duty manager (or similar)
10. Experience of acting as a Fire Warden, First Aider, and Key Holder (training will be provided)
11. A current NPPO qualification / ROPPPs registered
12. A knowledge of cricket
13. A current enhanced DBS certificate (the post-holder will have to complete an enhanced DBS check for this role)

4. ASSIGNMENT AND PLANNING OF WORK (from where and how the jobholder's work arises)

The work and shifts will be directed from the Senior Administrator or Centre Manager, based on business needs.

AGREED AND SIGNED BY:

JOBHOLDER: _____ **MANAGER:** _____ **DATE:** _____