

VACANCY

2 x CRICKET CENTRE DUTY MANAGER **Fixed-term contract to 30th April 2020: 30-hours per week** **Evenings and weekend work required**

The Trafford Cricket Centre is Lancashire Cricket's first class training facility, based at Emirates Old Trafford in Manchester. We are one of the most famous, historic and prestigious International and County Cricket clubs, with a reputation as world class cricketing and entertainment venue.

We are looking for two enthusiastic individuals to join the Cricket Centre team, where we provide cricket coaching and practice facilities for cricketers of all ages and abilities from tots to our professional players.

The Duty Manager role is a new position which will operate across the existing five indoor lanes, hydrotherapy pool and fitness suites, as well as the four recently installed outdoor artificial nets. Whilst managing the operation of public and professional bookings across these areas, you will deliver exceptional customer service at all times, be the main contact on duty for our customers, and work closely with our coaching staff and casual Duty Officers to organise, set up and clear away equipment required for the sessions we deliver.

You will undertake pool water testing, pool plant maintenance, reception work (to include cash handling & end-of-day banking), facility maintenance tasks and will be part of the wider stadium emergency response team which incorporates key-holder, first aid and fire warden responsibilities. Experience of health & safety, risk assessments and control measures is required as the role involves manual handling, use of hazardous substances and working at height.

Essential knowledge / experience:

- Wet-side experience as an experienced leisure centre attendant, or similar
- Reliable, self-motivated and able to multitask, work to tight deadlines, prioritise and show initiative
- Good organisational, time-management, I.T. and customer service skills
- Ability to maintain a friendly, approachable & professional manner at all times
- Ability to quickly build excellent relationships with our cricket coaches, office staff and customers
- Working knowledge of safety, control measures and basic equipment maintenance

Desirable knowledge / experience:

- A knowledge of cricket and general sport/leisure activity operations
- Leisure centre supervisory / duty management experience, or similar in a customer-facing role
- NPPO qualified / ROPPPs registered
- Trained with COSHH / First Aid / Fire Safety / MEWPs / IOSH
- Key-holder / emergency responder responsibilities

The hours of work will cover weekdays (mainly afternoons/evenings) and weekends (all day). Whilst timings may change slightly from day to day throughout the year depending on varying demand, a general guide for shifts would be: Mon-Fri 3.30pm-10.30pm; Sat & Sun 8.30am-3.30pm / 3.30pm-10.30pm).

The post is subject to an Enhanced DBS check.

If you feel you have the skills and qualities required as detailed in the Job Description and advert, then please send your CV with a covering letter outlining your relevant experience for the role to humanresources@lancashirecricket.co.uk.

Closing Date: Friday 23rd November at 1.00pm

Interviews: Wednesday 28th or Thursday 29th November