

Duty Manager JD

Scale 3

Job Purpose

The postholder is responsible for assisting with the provision and operation of safe, efficient and effective facilities and customer services. The postholder will provide high quality customer care to all users and to assist with increasing lettings.

To serve the mission of St John Bosco College by providing general administrative support to maintain the smooth and effective running of the school.

Principle Accountabilities

The principle accountabilities are set out below. The Duty Manager reports to the Operations Manager or School Business Manager, and will be line managed by the Operations Manager.

The tasks under each accountability serve to indicate the range of duties involved, but are not exhaustive.

Facilities Management Duties and Responsibilities:

- To be a key holder ensuring all health and safety duties are carried out in accordance with the procedures in place at the School and take responsibility for the school's sports and fitness facilities booked for public use under the management control of the Operations Manager.
- To undertake all duties and inter-actions with employees, partner providers and customers fairly, without unlawful discrimination.
- To provide fast, courteous and efficient responses to all customers and telephone enquiries.
- To assist in the development of a full range of activities at the School.
- To operate a computerised booking system.
- To undertake cleaning of hired spaces including sports and fitness facilities, changing rooms and ancillary areas following set cleaning procedures.
- To assist with general administration duties such as stock control, equipment inventory, maintaining checklists, checking booking forms etc.
- To prepare facilities for use.

Administrative Duties and Responsibilities:

- Providing general clerical processes, word processing, ICT based tasks
- Fulfil reception duties each day.
- Provide a reprographics service.
- Produce lists, information and data as requested by staff or external agencies.
- Maintain manual and computerised records and management information systems.
- Ensuring student, staff, parent and customer confidentiality is maintained at all times.
- Any other administrative and clerical support commensurate with the grade as

directed by the Headteacher or line manager.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the School.
- To carry out the responsibilities of the post having regard to the School's policies and procedures.
- To comply with relevant Codes of Practice, including the Code of Conduct, and policies concerning data protection and health and safety.
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and work to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand the both School's duties and responsibilities for safeguarding children, young people and adults as they apply to your role within the school.

Person Specification

Requirements	Assessed by A & I/ T/ C
Knowledge & Experience	
Experience of working in a school/sports/leisure facility.	A/I
Knowledge of the operational management facilities.	A
Knowledge of the importance of Health & Safety and Safeguarding (children and vulnerable adults) within a school/sports/leisure facility.	A/I
Skills	
IT literate in the use of Microsoft Office applications such as Word, Excel and Outlook.	A/I
Ability to demonstrate an understanding of why Diversity & Equality is important in employment and service delivery.	A/I
Ability to communicate clearly both verbally and in writing with a wide range of people, staff and customers, for the purposes of providing information, advice and assistance on services offered and the operation of equipment.	A/I/T
Ability to demonstrate an understanding of why Customer Care is important in employment and customer service.	A/I
Ability to undertake cleaning duties when required.	A
Flexibility to work a shift rota which will include evenings and weekends.	A/I
Good levels of literacy and numeracy.	A
Excellent organisational skills.	A
Qualifications	
A recognised sports/recreation/fitness or management qualification.	A
First Aid.	A