

LINCOLN COLLEGE JOB DESCRIPTION

Post Title:	Senior Duty Manager	Post Number:	DP0118P
Daily Supervision:	Curriculum Lead for Sport	Grade:	Spot Salary
Department:	Deans Sport and Leisure	Last Updated:	August 2025

Our Purpose:



Our Code:



Job Purpose:

Our Senior Duty Managers take overall responsibility for the operational management of Deans Sport and Leisure. The role requires a combination of business acumen, leadership skills, and a passion for health and fitness.

To ensure that the centre offers excellent customer service to all that use it, and that it serves both the Lincoln College students through the academic year, and the needs of the paying public outside normal college hours.

To market the facility, manage the staff and deal with the technical aspects of fitness provision and health and safety. The Senior Duty Manager is accountable for the financial growth, member engagement strategies and the cleanliness of the centre.

To liaise with the Sport curriculum team and other college service units i.e. Facilities, Catering, Student Services and Marketing to ensure operational effectiveness of the centre.



PRINCIPAL DUTIES AND RESPONSIBILITIES:

Operational Management

- Oversee all aspects of the fitness club's day-to-day operations, including the maintenance of gym equipment, cleanliness, and safety protocols.
- Ensure compliance with health and safety standards, addressing any concerns or incidents.
- Manage club opening and closing procedures, ensuring the facility is always operational and secure.

Staff Management

- Recruit, train, supervise, and evaluate gym staff, including personal trainers, receptionists, maintenance staff, leisure team member apprentices and fitness instructors.
- Develop rotas, ensuring adequate staffing during peak and off-peak hours.
- Foster a positive team environment, encouraging staff development and providing ongoing feedback.

Customer Experience

- Maintain high levels of customer service and satisfaction, addressing member complaints or issues promptly.
- Ensure a welcoming and friendly atmosphere for members and prospective clients.
- Develop and implement member engagement strategies, alongside strategies improving the health and wellbeing of the college student and staff populations, including fitness challenges, promotions, and special events.
- Grow relationships with all clubs, schools and user groups to ensure the smooth running of the centre.
- Manage and closely monitor all activities on the fitness floor and aid users as needed. To ensure the correct use of equipment in the fitness suite.
- Coach and teach as required, and generally assist with the running of events.
- Set up and take down equipment as required.
- Provide regular feedback to the Reporting Managers on membership and member retention levels.

Finance

- Monitor and manage the budget to achieve financial targets in line with the Business Plan.
- Analyse performance data, membership numbers and retention to adjust marketing and sales strategies in collaboration with the Marketing team.
- Ensure that all procedures relating to the receipt, security and submission of monies and goods received are promptly adhered to and that all returns, records and other statistical information are accurate.
- Process time sheets and invoices for payment within the required timeframe.
- Maximise the efficiency and use of the leisure/fitness facilities by exploring new development opportunities.

Facility and Equipment Maintenance

- Coordinate regular maintenance and repair of gym equipment.
- Maintain a clean and well-organised facility that adheres to club standards.

Internal Processes

- Control stocks of all consumable items, ordering replenishment stock when necessary and maintaining appropriate records including the annual maintenance of an inventory of all equipment.
- Operate the centre in accordance with the Deans Sport and Leisure Management Company Limited policies relating to Customer Care and Equality and Diversity including:
 - Carrying out all duties with regard to their health and safety implications;
 - To be responsible for safeguarding and promoting the welfare of children and vulnerable adults wherever applicable within the role of Senior Duty Manager.
 - To act as a main key holder for the centre and be responsible for opening and closing of the building.

Learning and Growth

- Ensure staff training takes place to ensure that all employees remain completely familiar with the rescue and emergency procedures and the use of all safety equipment, including:
 - Maintaining records of all training and qualifications held;
 - Ensuring that all new employees complete and fully understand the Corporate induction policies;
 - Annual appraisal of staff through the use of the Corporate Procedure;
- Maintain professional standards and expertise by undertaking relevant professional development.

General

- Accept responsibility for the implementation of the College's Equal Opportunities policy throughout all personal contacts in the College and within this area of responsibility.
- Maintain professional standards and expertise by undertaking relevant professional development, including ensuring that knowledge regarding changes to relevant legislation is kept up to date.
- Maintain quality standards appropriate to the post.
- Conform with the Health and Safety requirements relevant to the post.
- Be responsible for the safeguarding and promoting the welfare of children wherever applicable within the role.

N.B. This is not a complete statement of all duties and responsibilities of this post. The postholder may be required to carry out other lawful and reasonable duties as directed by a supervising man

PERSON SPECIFICATION

	Knowledge	PSM
1	Qualifications in Sport, Leisure, Management, Customer Service or other business-related subjects are desirable.	A/I
2	Fitness Instructor, Personal Trainer, Sports Coaching qualifications recognised by CIMSPA.	A/I

	Skills/Abilities – Interpersonal	PSM
3	Excellent interpersonal, time management and organisation skills.	A/I
4	The ability to lead and motivate a team.	A/I
5	Business acumen, creative thinking and problem solving.	A/I
6	Proven ability to deliver a high level of customer care.	A/I
7	Proven ability to work in a non-discriminatory manner and the ability to accommodate the requirements of customers from all age groups and sectors of society.	A/I

	Experience	PSM
8	Relevant previous managerial experience in a Fitness or Leisure Centre.	A/I
9	Relevant previous Marketing/Events experience.	A/I

	Work Related Circumstances	PSM
10	The ability and willingness to undertake relevant staff development.	A/I
11	Ability to work on a shift-based system including evenings and weekends	A/I
12	Ability and willingness to set up and take down equipment as and when required	A/I

	Skills/Abilities - Other	PSM
13	Appropriate level of IT skills to undertake relevant duties.	A/I
14	Responsibility for safeguarding and promoting the welfare of children wherever applicable.	A/I
15	The ability to promote equality, diversity and inclusion throughout all aspects the role.	A/I

Prepared By:	Stuart Reddington
Date:	August 2025

Proposed Selection Method Key (PSM)		
A = Application	I = Interview	T = Test

