

Job Opportunity

Position: **Duty Manager**

Employer: **Letchworth Sports and Tennis Club**

Location: **Letchworth Garden City**

Annual Salary: **£24,960**

Maternity cover for Nine months. 40 hours per week, shift work, no late weekends.

Closing date: **10th August 2024**

Overview: *The Duty Manager is responsible for customers and staff within the club building and grounds. Ensuring a smooth daily operation throughout the club's facilities, by strong communication channels implemented for all departments. Assisting the General Manager daily with projects, staff management and the club's maintenance programme ensuring motivation, provision of high-quality service and member engagement is met.*

The opportunity

You will primarily share the team's passion for excellent customer service and be responsible for the smooth running of our members club. As our Duty Manager you will:

- Care about our members, seek opportunities to build rapport with them and ensure they are happy during their time at the club.
- Lead staff and maintain quality standards in all areas.
- Conduct tours for prospective new members and promote the club facilities.
- Cover shifts where needed due to staff absence, sickness, and leave.
- Manage the planned service and maintenance programme and all ad-hoc & urgent maintenance and repairs.
- Liaise with all maintenance suppliers and contractors to procure materials and services efficiently and effectively.
- Ensure all accidents are recorded, monitored, and investigated where necessary.
- Ensure health, safety and COSHH regulations are complied with, and club rules are observed by members, clients, and guests.

The person

To succeed as one of our Duty Manager's, you will need:

- To be enthusiastic and have excellent communication skills.
- Genuinely friendly, caring, and respectful to others.

Job Opportunity

- Passionate about health and wellbeing.
- Understanding and customer focused.
- Takes pride in personal presentation and pays attention to detail.
- Resilient and can work under pressure.
- Organized, able to priorities' and good communicator.

The Benefits

In return, we offer a working environment that will help you grow your skills and experience and promote work life balance. Other benefits include 28 days' annual holiday (including bank holidays), Free membership and access to all the clubs' facilities, plus company pension.

Applications will be considered as they are received, and interviews will be arranged accordingly. We reserve the right to close adverts early, for example, where we have received an unprecedented high volume of applications. Therefore, please apply early to ensure you are considered for the post.