



Trilogy Mission

'Inspiring Active Lifestyles'

Job Description

Job Title:	Duty Manager
Scale Point:	SCP 19 to 23 (once Progression Criteria achieved)
Salary:	£20,059 to £22,557
Responsible To:	Centre Manager
Responsible For:	All Operational Staff

Trilogy Culture (Behaviours & Values)

- **One Trilogy Team** - Working together, respect, open & honest, positive communication
- **Encourage Creativity** – Support innovation, try new ideas, adopt change
- **Be Constructive** – Adopt a positive, can-do anything is possible mindset
- **Deliver Excellence** – Provide the customer experience you want to receive
- **Promote Wellbeing** – Self-care, support others, be active, work/life balance
- **Embrace Diversity** – Champion equality, diversity & inclusion

Trilogy Team Purpose

The purpose of every team member is to work together in a positive, creative fashion as one team to deliver the core values and company strategy. To adopt the behaviours and company culture to promote, encourage and achieve excellence as a Wellbeing organisation to improve the lives of people in our Community.

Organisational Duties & Responsibilities

- Act in accordance with, and positively promote, Trilogy policies and procedures
- Work with your teams, to deliver the best possible customer experience
- Adopt and adhere to NLT Safeguarding Policy, Procedures and Practices
- Adopt all Health & Safety and all legal compliance in all areas of the business
- Influence, teach and support your colleagues to achieve excellence in all areas of customer service
- Communicate, feedback and promote the company values
- Work with the team to deliver the aims and objectives within the company strategy

Individual Duties & Responsibilities

- Daily supervision of the site, programmes of activities, staffing rotas, orders, maintaining the required standards of health & safety, cleaning, and security
- Work with Trilogy Team to ensure the best possible customer experience and customer satisfaction
- Drive membership sales, prioritise retention, and maximise commercial activity to achieve the greatest returns both social and financial
- Manage the Teams' and individuals' performance and progress, arrange and lead staff meetings, manage probation, and assist with recruitment and strive to achieve continuous improvement & excellence
- Manage facility checks and carry out basic maintenance and maintain building to a safe level – reactive and preventative
- Any other duties commensurate with the demands of the organisation

Job Demands

- Achieve and maintain RLSS National Pool Lifeguard Qualification
- Administering 1st aid
- Operating Pool Plant
- Lifting and carrying when setting up / down activities, taking deliveries
- Reactive maintenance basic repairs, changing lightbulbs
- Work on a shift roster, covering daytimes, evenings, weekends and bank holidays
- Respond to out of hours callout during unsociable hours
- Work the necessary flexible hours to meet the needs of the business
- Manage conflict and resolve problems within the team
- Deal with customers in a professional and positive manner
- Remain calm when dealing with emergency situations
- Be accessible to the whole team for support (as required)

Essential Attributes Required to Work for Trilogy

- Possess the culture, values and behaviours of the company
- Knowledge and experience in relation to the post
- Ability to learn, develop and accept challenge
- Constructive, open minded and a positive communicator
- A team player who want's others to succeed
- Ability to motivate self and team, delivering excellence through them
- Have personal drive, sense of purpose and self-motivation
- A flexible problem solver
- Dependability, conscientiousness and persistence

Equality, Diversity & Inclusion

Diversity drives innovation and we are committed to promoting equality, embracing diversity and enabling inclusion through positive Wellbeing experiences. Trilogy is committed to educating itself, its workforce and its customers to celebrate Equality, Diversity and Inclusion.

Duty Manager Progression Criteria to SCP 23

The following criteria must be achieved prior to the pay award of SCP 23 being granted. If all the criteria below is achieved, then final approval for the pay award will be granted by the relevant Area Business Manager.

Just achieving the criteria listed below does not guarantee the pay award is granted, the pay award will be based upon attitude and commitment to work and this will be reviewed at the final progression criteria stages by the Area Business Manager, who will deem if the employee is suitable for the pay award.

Progression criteria must only be completed after the probation period.

Please note the following criteria must be completed and maintained to ensure the pay award is granted – if at any point in the future the relevant criteria expires, the employee could lose the pay award. For example, if the NPLQ expires or training requirements are not maintained the pay award could cease.

Minimum Requirement to achieve SCP 23 pay award

Progression Criteria Start Date		
Target Criteria (Operations)	Date Achieved	Confirmed by a manager e.g. Contact Centre Sara Harvey
Shadow a supervisory shift at all [Northampton] Centres Evidence required: Copy of rota showing shift shadowed		
Complete full training on WAM, Agresso, Scuba, Cap2, Centre Stage, Kindles, QMS and complete a reception cash up alone Evidence required: From own centre induction		
Complete training of vending cashing up and restocking Evidence required: From own centre induction		
Complete a shift in the bar during a function at Duston Evidence required: Copy of rota showing shift worked		
Complete training and work a shift in the Coffee Box Evidence required: Copy of rota showing shift worked		
Complete a full evacuation of the site you are based at Evidence required: Copy of evacuation form		
Complete at least one shadow shift in the gym at the site you are based at –and deliver (or shadow if not fitness qualified) a fitness activation for a customer Evidence required: Copy of rota showing shift worked		
Shadow a swim lesson shift Evidence required: Copy of rota showing shift worked		
Complete training within the Forum Cinema to ensure an understanding of the role and area Evidence required: Copy of rota showing shift worked		

Complete a plant room back wash in at least two sites over a period of three months (carry out with the M.O.) Inclusive of HTH hopper clean Evidence required: Pool inspection sheet, plant log showing done		
Contribute positively to the day to day delivery of the service providing regular excellent customer service Evidence required: - Meeting with Area Business Manager - Safe check sheets - Facility check sheets		
Complete at least one reception shift at two different NLT sites over a period of three months Evidence required: Copy of rota showing shift worked		
Complete at least one Contact Centre shift Complete a written response to a customer complaint Evidence required: Copy of rota showing shift worked		
Knowledge of the [out-of-hours] callout procedure, and to be added to the call out list, where appropriate Evidence required: Centre induction and on call-out list		
Show a positive attitude towards the roles whilst completing the progression criteria tasks Evidence required: Comments by task supervisor		
Hold a staff meeting of those you line manage Evidence required: Meeting minutes – saved to system		
Participate in a studio class Evidence required: Copy of class timetable and signature of the instructor		
Lead team during Financial/Facility audits Evidence required: Through audit notes		
Show good understanding of NPS Evidence required: Meeting with line manager explaining current NPS score of the centre you are based at		
Reply via the CC in writing to a customer complaint Evidence required: Through saved email		

Target Criteria (Training)	Date Achieved	AM Authorised
Achieve NPLQ & maintain Evidence required: Certificate		
Achieve minimum monthly NPLQ team training Requirement is no consecutive two months missed, no more than 2 months missed in any 12-month rolling period Evidence required: Team Training report / certificate		
Achieve a Pool Plant Operators qualification within 12 months Evidence required: -Certificate		

<p>Complete the following iHasco training modules, and show they are all in date: -</p> <ul style="list-style-type: none"> • Accident Reporting • COSHH • Display Screen Equipment • Equality & Diversity • Fire Awareness • Fire Extinguisher Use • Fire Marshal training • Food Hygiene Level 2 – (Sites providing food) • H & S Basic Essentials • Infection Protection & Control • Lone Working in the Workplace • Manual Handling • Risk assessments • Safeguarding Children • Safeguarding Adults • Slips, Trips & Falls • Stress Awareness • Working at a Height <p>Evidence required: IHASCO site</p>		
<p>Complete the following managerial training modules: -</p> <ul style="list-style-type: none"> • Bullying and Harassment for Management • GDPR UK advanced for Management • H&S for Managers and Supervisors • Communication skills • Speaking Confidently • Confidence Building • Unconscious Bias for Managers • Conflict Resolution • Mental Health awareness training for managers <p>Evidence required: IHASCO site</p>		

Please note it is the responsibility of the individual to arrange with their line manager the opportunity to achieve the above criteria. Each person will be required to arrange their own training and other site shift cover and training (with the assistance of their line Manager).

If the individual staff members are finding it difficult to achieve the above criteria, they need to speak directly to their line manager and seek support.

The aim of the criteria is to ensure staff have the relevant experience and qualifications to perform well within their roles and complete their responsibilities within NLT.

If you have any questions or are unclear regarding any area within this progression criteria, please speak directly with your line manager.