

1 The Job

Title	Duty Manager
Department	Operations Management Team
Type of Contract	Full Time
Reporting to	Senior Manager
Location	LeisureWorld Group
Salary	€30,000 - €32,000 per Annum (Depending on experience)

Purpose of Role

This role will primarily involve working as duty manager.

To operate the LeisureWorld facilities of the group effectively & safely, ensuring high levels of hygiene and customer satisfaction through on time leadership, communication & motivation for the operational teams.

2 The Company

LeisureWorld is an Irish owned company founded in 1997 with the purpose of operating and managing local authority leisure centres throughout Cork City.

We operate three leisure centres at Bishopstown, Churchfield, Douglas, one golf course at Mahon and one arts & heritage visitor centre at St Peter’s Church in Cork City. We provide fully equipped gyms, excellent pool facilities, fitness studios and all weather pitches. Our golf facility is located in a picturesque location with exceptional putting greens. St Peters Church dates back to the 12th century and now serves as a multidisciplinary arts centre on one of the city’s oldest building on the city’s most historic streets. Our centres are the perfect place for a family day out; to keep fit; to meet new friends; or just to relax and unwind. We aim to make a positive impact on individuals, the communities in which they live and the city as a whole.

Employee benefits:

- Family Membership for you and your families
- Reduced golf fees at Mahon Golf Course
- 20% Discount on Café Food in LeisureWorld Bishopstown
- 50% Discount on Tea/Coffee in LeisureWorld Bishopstown
- 50% Discount on Kids Camps
- 50% Discount on Kids Swimming Lessons
- Pitch Bookings are Free off Peak / Free Peak if not in use by Customer
- Birthday Parties #10 children €50 / # 10 plus €100 - To be booked with Snr Manger of your site due to our limited availability resource wise.
- Career promotions – opportunities to be promoted within the company

- Development courses to aid career progression
- Save money with our cycle to work scheme and plan for your future with access to the companies PRSA Pension scheme
- Health & Wellness Policy
- Multi-site & flexible work environment
- Free Parking

3

The Duties – Key Responsibilities & Accountabilities

- Ensure the centre at all times is managed effectively and safely with a daily focus & action on Health & Safety, Customer Service and Hygiene.
- Be responsible for ensuring that all NOPs for all relevant depts and systems are adhered to and implemented.
- Be responsible for all aspects of Health & Safety being managed daily.
- Proactive management of reporting of operational issues to ensure remedies are timely and effective.
- Ensure you are fully aware of all promotions / marketing and be responsible for Communication and correct procedures of same to / by staff & customers.
- Be responsible for roll out of any new procedures / activities / programmes as directed by Senior Manager or Executive Team.
- Ensure a productive and proactive Team ensure you have regular pro-active involvement in their day to day performance.
- Lead and manage all personnel under your remit – ensure good communication flow and engagement is maintained.
- Provide recommendations on improving systems and procedures.

4

The Person

The successful candidate will possess the following skills, experience and competencies.

- Patience, empathy and a genuine desire to help others.
- The ability to build and maintain effective working relationships.
- Flexible with hours including weekends, days and evenings

Essential

- Leisure / Business Management Qualification
- People Management & Operations experience

The following are an advantage:

- An industry standard recognised Lifeguard qualification certificate
- First Aid qualification
- Swim Teacher Certificate

Desirable

- The desire to contribute to a positive environment A shared sense of purpose and commitment to LeisureWorld's values and evidence of demonstrating these values in practice.
 - Respect
 - Collaboration
 - Professional
 - Dynamic
 - Friendly

5 Application & Selection Process

The selection process may include short-listing of candidates and will be based on the requirements of the position. It is important that you provide a detailed and accurate account of where you believe your skills and experience meet the requirements for the position.

This should be contained in a cover letter accompanying your CV and should be sent to recruitment@leisureworldcork.com

6 Further Information

ISSUED BY THE HR DEPARTMENT AT LW MANAGEMENT

Applicants must have the legal right to live and work in Ireland.

We are an equal opportunities employer.

Role Profile

