



Person Specification

JOB TITLE:	Duty Manager
DATE:	Benfield Sports Centre
STATUS:	March 2025

Criteria	Essential/ Desirable	Application	Tasks	Interview	Vetting Checks
Knowledge and qualifications					
1. Holds Level 2 basic skills (Literacy or Numeracy) or equivalent e.g. GCSE Maths and English	E	✓		✓	✓
2. Relevant academic or professional qualification e.g. Leisure Management	D	✓			✓
3. Evidence of relevant and recent CPD	D	✓			✓
Experience					
4. Demonstrable experience of working in an operational, customer focussed role in a Leisure facility	E	✓		✓	
5. Experience in supervising and managing staff	E	✓		✓	
6. Experience of working with booking systems	E	✓		✓	
7. Experience of cash handling and locking and securing a building	E	✓		✓	
Skills and competencies					
8. Ability to understand and deliver exceptional customer service	E	✓	✓	✓	
9. Good standard of ICT skills	E	✓			✓
10. Able to work well with a team of other staff, communicating accurately both verbally and written	E		✓	✓	

11. Able to relate well with customers and deal with issues as they arise	E		✓	✓	
12. Ability to work unsupervised and make decisions	E		✓	✓	
13. A sound knowledge of Health and Safety and Safeguarding within the leisure environment	E	✓	✓	✓	
14. Great communicator and leadership skills	E	✓	✓	✓	
Other					
15. Ability to safeguard and promote the welfare of children including motivation to work with children, forming and maintaining appropriate relationships and personal boundaries with children and young people, emotional resilience in working with challenging behaviours and attitudes to use of authority and maintaining discipline	E	✓		✓	
16. No disclosure about criminal convictions, barring or misconduct that is considered to make the candidate unsuitable for this particular role.	E	✓			✓
17. No concerns about medical fitness or attendance that is considered to make the candidate unsuitable for this particular role.	E				✓
18. Embraces and displays the NEAT values: aspirational, collaborative, inclusive, innovative, has integrity, responsible.	E	✓	✓	✓	