DCU Sport
'Sport for All'

DCU Sport – Job Description

Job Title:	**Duty Manager (October 2022)**
Location:	DCU Sport (inc. Sports Complex, Soccer Centre, Sports Campus, St. Patricks Sports Complex), Dublin City University, Glasnevin, Dublin 9.
Responsible to:	Operations Manager, DCU Sport
Contract:	3 Years, full-time
Salary:	€27,840 – €35,058, CPD Programme, Gym Membership

DCU Sport

DCU Sport is the company charged with the operation of the sports facilities in DCU. DCU Sport is responsible for operating the Sports Complex, Soccer Centre, Sports Campus and St. Patricks Sports Complex. Our customers include staff, students, alumni and members of the public. We have 5000 members and a monthly footfall of 65,000. Our extensive, award winning facilities are the training location for many student clubs, elite teams and individuals. Our extensive facilities are an ideal location for the many national and international events we secure for hosting. DCU Sport is proud to have developed an environment where people of all ages and abilities can achieve their goals by creating purpose through people and programmes.

Purpose of Post:

The purpose of this post is to ensure a management presence in the facility during all opening times. The successful candidate will ensure the smooth running of the facility on a daily basis by maintaining and improving standards. This post is designed to enable him / her to use their personal and educational and experiential skills to develop and guide staff members on a daily basis. The candidate will be required to be knowledgeable on, and have the ability to work, in all aspects of the business. The role involves gym, pool and event management.

Key Duties:

1. To provide first line management and to motivate, supervise and lead all staff members on duty.
2. To ensure that all policies and procedures in place are followed and adhered to.
3. To assist in implementation of and management of our Quality Management System.
4. To supervise the fitness centre & pool as required and teach classes as required.
5. To ensure that the facility is operational on a daily basis with regard to health and safety, hygiene, maintenance.
6. To open and close the facility daily.

Quality Certified

Ireland Active National Quality Standard OUTSTANDING Leisure 2020

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7. Have a flexible approach to working hours as a roster applies.
8. To assist in maintaining and encouraging a high standard of hygiene and quality.
9. To practice very high standards of customer service and professionalism.
10. To provide first class customer service through handling complaints, member's queries, assisting with focus groups etc.
11. To manage suppliers to ensure the high standards required are met.
12. To work the reception desk, membership database and carry out administration duties.
13. To support the organisation in achieving its goals and objectives through implementation of the annual business plan and key performance indicators.
14. To reconcile cash.
15. To support the Business Development Executive with membership sales and retention.
16. To support the development of the team by creating a challenging and motivating environment, effective performance feedback and monthly staff training.

Any other duties, which may be assigned from time to time by the Operations Manager.

This position is subject to Garda Vetting

Personnel Specification:

Feature Sought	Essential
1. Educational Standards	A 3rd level degree, preferably sports related or 5-year experience in a fitness facility. Fitness Instructors Qualification, Lifeguard Certificate (NPLQ), First Aid Responder Certificate.
2. Work Experience	1 year experience in a similar role, reps registered
3. Personal Characteristics	A positive attitude, highly motivated and a highly organised approach to the position.

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