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| Job Title: | Shift Manager  | Job Category: | Operations |
| Department/Group: | King’s Rochester Sports Centre(KRSC) | Required Hours: | 40 hours per week |
| Level/Salary Range: | £10.33 per hour£21,486.40 per annum | Position Type: | Full Time |
| Job Description |
| JOB SUMMARY:Reporting to the Sports Centre Manager, the successful candidate will be responsible for day to day operation of the centre including Health and Safety, customer care, financial procedures and managing a small team. The post includes evenings and weekends.**KEY RESPONSIBILITIES:*** Act as Shift Manager as the rota dictates.
* Ensuring a welcoming front of house presence is delivered at all times, and undertake as necessary all front of house duties, including, answering calls, taking bookings and handling enquiries. To be responsible for these tasks, whilst maintaining efficient and accurate operation of the computer based booked system, EZ Runner.
* Assuming responsibility for centre operations on a shift rotation basis, including key holding, opening and/or closing the centre, whilst adhering to company procedures and checklists.
* Undertaking reception and /or membership sales, as required.
* Cash reconciliation and banking duties.
* Assisting in the development and management of a well-balanced activity and event programme.
* Carrying out relevant and required health and safety checks.
* Delivering induction, training, appraisals, development and performance management of all casual staff where required.
* Establish and maintain excellent relationships with our customers and potential customers.
* Deal with complaints in line with the Company Complaints Procedure.
* Cleaning and maintenance is essential and must be completed in line with the checklists for the site to ensure the high and consistent level at all times.
* Complete set ups for all activity use, ensuring smooth running and timeliness of all operations.
* Continual interaction with members and maintaining a club presence whilst on shift, remaining proactive and anticipating issues before they arise.
* Take ownership of member feedback to resolve any problems through Sports Centre Manager.
* Person in charge for any Emergency situation; including First Aid requirements Fire Evacuations etc.
* Be the finest ambassador of King’s Rochester Sports Centre at all times. Consistently role-model the highest standards of behaviour to other employees.
* Other tasks which will be split around the team with Stock ordering and counting, Direct Debit Processing, maintenance, functions and catering, amongst others.
* Attend training and meetings as requested by the Sports Centre Manager.
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Method of Application All applications must be made on the KRSC application form, together with a covering letter and CV. Please send your application to mmalone@kingssportscentre.co.uk, or by post to: Mike Malone, Centre Manager, King’s Rochester Sports Centre, 601 Maidstone Road, Rochester, Kent ME1 3QJ. Please call 01634 818422 if you require any further information on the vacancy.

Rochester Sports Centre is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity. All disabled applicants who meet the minimum requirements of the job as set out in the job description and employee specification will be guaranteed an interview.

KING'S ROCHESTER SPORTS CENTRE FULFILS ALL ITS RESPONSIBILITY UNDER CURRENT CHILD PROTECTION AND SAFEGUARDING LEGISLATION AND IN ACCORDANCE WITH GOOD PRACTICE IN THE CARE OF YOUNG PEOPLE, ESPECIALLY THOSE LIVING AWAY FROM HOME. CANDIDATES WILL BE EXPECTED TO COMPLETE AND ALLOW CHECKS ON THEIR BACKGROUND AND IDENTITY, INCLUDING CHECKS WITH REFEREES. APPOINTMENT WILL BE CONDITIONAL UPON THESE AND A SUCCESSFUL ENHANCED DBS CHECK