



WALSSEND BOYS CLUB / SPORTING WALLSEND

# DUTY MANAGER (FACILITIES)

JOB DESCRIPTION AND PERSON SPECIFICATION



### SPORTING WALLSEND VISION STATEMENT AND BACKGROUND

Over the next five years the Staff and Trustees of Wallsend Boys Club will create and develop the concept of *Sporting Wallsend*; a community based, open access sports club, offering free or low-cost membership to all local residents. Sporting Wallsend will build on the work, ethos and developmental approaches of Wallsend Boys Club which will remain at the centre of operations.

Wallsend Boys Club will further enhance its international reputation for producing professional footballers, many of whom have represented their country and played at the highest level of the domestic game. It will increase the number of representative teams over the next five years and encourage more girls and women to play competitively. It will prioritise the health, happiness and safety of all its players but stretch them to fulfil their potential through first class coaching and appropriate playing opportunities. It will continue to promote and support the idea of Wallsend Boys Club as being an organisation that produces great citizens as well as good footballers.

Sporting Wallsend will support Wallsend Boys Club by developing the Kirkley Park site, making it a more attractive place for players and their parents to socialise, build an indoor football facility and provide educational and pre-employment opportunities for players in Key Stages 4 and 5 of their education.

However, Sporting Wallsend will do more than this.

Life expectancy in some of our most disadvantaged neighbourhoods for men is 11 years lower than the national average, for women it is 9 years. Estimated levels of adult 'healthy eating', smoking and obesity are worse than the national average. Rates of smoking related deaths and hospital stays for alcohol related harm are also worse. In Year 6, 22% of children are classified as obese, again worse than the national average. Sporting Wallsend will address these health inequalities over the next five years and its mission will be *to improve the physical and mental health of all of its members*. It will do this in two ways.

Firstly, by developing Kirkley Park, The POCH (Peter Olsen Community Hub) which includes a well-designed flexible youth and community hub which will be adequately staffed and effectively managed. The POCH will cater for people of all abilities and those with learning or physical disabilities. It will operate 7 days a week, from early morning until late into the evening, offering a range of sports and other activities, health improvement, community and youth development programmes. These will include dance based and other keep fit activities, martial arts, table tennis, running and other outdoor activities as well as sports injury prevention and rehabilitation programmes. Kirkley Park will be a thriving hub, supporting both the youngest and oldest members of the community and membership will be reflective of the neighbourhoods which it serves. This will include those who have chosen to be more physically active, those who are referred, for example from their GP's, due to poor health and people who are socially isolated or lonely and require the company of others.

Secondly, by delivering a sport and activity-based community outreach programme which engages with people, particularly young people, in their own neighbourhoods. Sporting Wallsend will turn spaces of 'nothing to do' into spaces of 'something to do' and deliver team sports such as football and cricket as well as non-traditional activities such as Zumba and boxercise. Sporting Wallsend will develop a sophisticated understanding of 'Sport for Development' approaches and carve out a unique and distinct role in the eco-system of youth, sport and community development work and



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become a trusted partner, engaging in meaningful ways with stakeholders in the statutory, voluntary and commercial sectors.

Over the next five years Sporting Wallsend will continue to support Wallsend Boys Club and ensure its reputation, nationally and internationally, is sustained. It will play a significant role in bringing different communities together, both at Kirkley Park and through its outreach programmes. It will improve the physical and mental health of its members by delivering a range of evidence-based prevention and early intervention programmes which help reduce existing health inequalities.

Sporting Wallsend will be a real and tangible community asset serving people in Wallsend and beyond.



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<b>JOB TITLE:</b>	Duty Manager (Facilities)
<b>RESPONSIBLE TO:</b>	General Manager
<b>RESPONSIBLE FOR:</b>	All staff, guests and sub-contractors who deliver activities or access in The POCH (Peter Olsen Community Hub)
<b>SALARY:</b>	£20000 - £24000 (Pro rota 20 hours per week) initially for 12 months and then will be reviewed based on usage of hub

**JOB SUMMARY:**

To manage all operational aspects of the facilities' at Kirkley Park on a day-to-day basis.

**MAIN DUTIES:**

<b>DUTIES/RESPONSIBILITIES</b>
<ul style="list-style-type: none"> <li>• To be responsible for the day-to-day operation of facilities including               <ul style="list-style-type: none"> <li>- Supervision of Staff and Users</li> <li>- Set up and organise rooms for bookings, activities and meetings</li> <li>- Ensuring all Health &amp; Safety and building compliance requirements are met</li> <li>- Ensuring all plant and operating systems are managed effectively</li> <li>- Delivering an exceptional level of customer service that includes dealing with enquiries, responding to complaints and reacting to emergencies</li> <li>- Financial control and oversight of all customer transactions and vending (where appropriate)</li> <li>- Acting as a keyholder and ensuring the security of facilities is maintained at all times</li> <li>- Designing and overseeing the booking system and ensuring all Users are provided with services in accordance with their bookings</li> <li>- Overseeing and being part of a staffing rota that ensures the facilities remain open during operating hours and there are adequate staff and / or volunteers to deliver the programme of activities &amp; events</li> <li>- Working with the Welfare and Safeguarding Team at WBC and acting as Safeguarding lead for the Facilities when required</li> </ul> </li> <li>• Support the recruitment, training and development of staff. Conduct appraisals for designated staff (when required)</li> <li>• Support with the recording and reporting of KPI's</li> <li>• Attend any working groups as required</li> <li>• Live the Wallsend Boys Club (WBC) and Sporting Wallsend (SW) values and demonstrate commitment to these in all work undertaken</li> <li>• In addition to these functions, employees are required to perform such other duties as may reasonably be required.</li> </ul>



## JOB DESCRIPTION AND PERSON SPECIFICATION



### PERSON SPECIFICATION

Essential or Desirable Requirement

<b>QUALIFICATION/EDUCATION</b>	<b>E</b>	<b>D</b>
<ul style="list-style-type: none"> <li>Level 2 basic skills (Literacy or Numeracy) or equivalent e.g., GCSE Maths &amp; English</li> <li>Good standard of ICT skills</li> <li>Relevant Academic or professional qualification e.g., Leisure Management</li> <li>Evidence of continuous professional development</li> </ul>	X X	X X

<b>EXPERIENCE</b>	<b>E</b>	<b>D</b>
<ul style="list-style-type: none"> <li>Proven track record of working in an operational, customer focussed role, ideally within a leisure or community-based environment</li> <li>Knowledge / experience of Health &amp; Safety, ideally within a leisure or community-based environment</li> <li>Experience of designing and managing booking/membership systems</li> <li>Experience of financial systems (Preferably Xero)</li> </ul>	X X	X X X

<b>SPECIALIST TRAINING</b>	<b>E</b>	<b>D</b>
<ul style="list-style-type: none"> <li>First Aid at work / agreement to become first aid qualified</li> <li>Any operational / leisure-based training</li> </ul>	X	X

<b>APTITUDE OR SKILL</b>	<b>E</b>	<b>D</b>
<ul style="list-style-type: none"> <li>Ability to understand the needs of customers and be able to deliver exceptional customer service</li> <li>Great teamwork and leadership skills</li> <li>Strong administrative skills – knowledge of all Microsoft packages</li> </ul>	X X X	

<b>PERSONAL CHARACTERISTICS</b>	<b>E</b>	<b>D</b>
<ul style="list-style-type: none"> <li>Highly motivated and the ability to work with minimal supervision</li> <li>A level of physical fitness considered reasonable for this role including the ability to set up sports equipment</li> <li>Good communicator with good people skills</li> </ul>	X X X X	

### SPECIAL TERMS

<b>SPECIAL CONDITIONS</b>
This post is subject to an Enhanced DBS check. Evening and weekend work will be required.
<b>WORKING LOCATION</b>
This role is mainly based at the POCH, Kirkley Park NE28 8SX but there may be times that travel is required.



**GENERAL STATEMENT**

All employees of WBC must at all times carry out their responsibilities with due regards to all policies and procedures and in particular health and safety, confidentiality and data protection.

**SAFEGUARDING & WELFARE STATEMENT**

WBC is committed to the safeguarding and welfare of all children, young people and adults at risk of harm and requires all staff, volunteers and others associated with WBC to share and endorse this commitment.

If a role requires a CRC at Standard or Enhanced level (which may include checks against the Barred List), it is exempt from the Rehabilitation of Offenders Act (1974). Therefore, all convictions, including all spent convictions that may not be subject to filtering by the disclosure should be declared on the documents provided as part of the recruitment process.

**EQUALITY STATEMENT**

WBC is also committed to equality and diversity and believes in equal opportunities for all. We require all staff, volunteers and others associated with WBC to share and endorse this commitment.

You are required to ensure a positive attitude towards equality and diversity at all times. You must ensure that you treat others fairly and with respect. Your behaviour must align to the principles of equality as outlined in the WBC equality policy. You must not commit any form of direct or indirect discrimination, victimisation or harassment of any description and must promote positive working relationships between all internal and external stakeholders.

**DECLARATION**

I acknowledge receipt of this job description. I have read, understood and agreed the terms outlined above. I understand that I must adhere to the requirements of this role for the duration of my employment. I further acknowledge and understand that the requirements of this role will change and evolve over time and that I must adhere to the requirements of the role as they apply from time to time. I also acknowledge and agree that I may be issued with an alternative job description to reflect my role as it changes over the course of my employment.

Following an offer, and acceptance, of employment I acknowledge and agree that I may be added to one or many of the different software system providers that WBC uses (which may change from time to time) in order to administer my employment, to facilitate my role and my employee benefits and for the purposes of effective communications.

**Employee Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**LM Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_



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### HOW TO APPLY

Please complete a 2-page (A4) summary against the Job description and Person Specification that demonstrates how and why you meet these requirements along with an updated CV.

Please send these to: General Manager [Johnp.walsendboysclub@gmail.com](mailto:Johnp.walsendboysclub@gmail.com)

If you would like an informal discussion about this role, please call John Percival on 07745031309.

**CLOSING DATE: THURSDAY 7<sup>TH</sup> DECEMBER 2023**

**INTERVIEWS: WEEK COMMENCING 11<sup>TH</sup> DECEMBER**