



King's Park Sports Duty Manager

Job Description & Personal Specification

Overview

Centre:	King's Park Sports (Benham Sports Centre & King's Park Tennis Centre)
Position:	Duty Manager
Reporting to:	King's Park Sports Staff and Property Manager
Overall, Purpose:	To provide high quality service for all users of the sports facilities of King's Park.

Job Description

- To take responsibility for the correct operation of shifts, customer relations and the manning of reception.
- To prepare the sports facilities for user groups as and when required.
- To effectively undertake required booking and payment procedures and the maintenance of such records and administration as required by the management.
- To delegate duties and support staff as appropriate.
- To assist in the cafes and with general cleaning duties throughout both venues when necessary.
- To ensure good maintenance of all equipment at both facilities.
- To attend and participate in management meetings when required.
- To maintain appropriate standards with regard to first aid, health and safety, fire regulations and security.
- To ensure all equipment and items relating to the environment are maintained in good working order.
- Responsibility for building security whilst on duty.
- To organise and work with all user groups, as required, e.g. Birthday Parties, Children's Holiday Activities, tournaments etc.
- To actively promote N.A.Y.C/ACUK's values and outreach through the Centre's activities.



Personal Specification

Skills – Essential

- Must be flexible and adaptable, self-motivated and pro-active.
- A committed team player and team leader.
- IT skills.
- Ability to relate to people.
- Responsible attitude and able to work independently as and when required.

Skills – Desirable

- A keen interest in sport, and relevant coaching qualification.

Skills – Essential

- Experience of communicating with a wide variety of people via telephone and face to face.
- Experience of handling money.
- Experience in a customer-facing role, preferably gained in a reception environment.

Skills – Desirable

- Experience of working within a leisure environment.

This job description dates from July 2025 and may be subject to review at any time as deemed necessary.