

Job Description

Role	Leisure Centre Duty Manager	Location	Woodrow High House
Reports To	Leisure Operations Manager	Responsible For	N/A
Team	Operations	Contract Type	Ongoing
Salary	£27,208	Hours of work	37.5

Summary Purpose - what you will be achieving

Our people are the heart of Woodrow. As the Duty Manager, you are part of a professional, enthusiastic, and passionate team that believes in the potential of every young person who comes through the door. The Duty Manager works alongside another Duty Manager, both of whom report into the Leisure Operations Manager. This role supervises a team of Leisure Assistants/Lifeguards; and works closely with the customer teams across the site, swimming teachers, and lifeguards to maintain ongoing service delivery expectations.

The Duty Manager is responsible for supporting the smooth running of the swimming pool and delivering a high quality and safe experience for users of Leisure Centre facilities. We expect you to come with experience of having worked in a customer facing role, where you will be able to hit the ground running. Part of your role will support the management and maintenance of the pool plant. We are looking for someone enthusiastic, motivated, and customer focused. You must demonstrate a strong commitment towards ensuring excellence in customer service and enhancing customer experience. You must be ready to communicate with a diverse range of clients, including the public, children and young people, youth group leaders and teachers.

About the role – what you will be doing

Leisure Centre Operations

- ✓ Provide outstanding customer service experiences via a welcoming frontline duty management service, dealing with account enquiries and supporting bookings.
- ✓ You will work an early or late shift, on a rotational basis, to ensure lifeguard and duty manager cover is available while the Leisure Centre is open, Monday – Sunday.
- ✓ Support the organisation of lifeguard training, including NPLQ renewals, competency assessments, quarterly lifeguard observations; maintaining training records as required.
- ✓ Supervise the leisure retail shop, including sales, inventory control and daily reconciliation.
- ✓ Cover lifeguard shifts where there are gaps to ensure ongoing operations.
- ✓ Support the Operations & Duty Manager to ensure the rota is proactively staffed each week.
- ✓ Ensure accurate and timely recording of staff attendance and absence data each shift.
- ✓ Support new leisure staff inductions and training requirements.
- ✓ Ensure your training and competence is achieved and maintained, taking responsibility for your ongoing professional development.

- ✓ Support management in maintaining the safety of the leisure facilities, ensuring working best practices and compliance with legislation, and completion of KPIs by the leisure team.
- ✓ Support the day-to-day management of the pool plant operation, ensuring regular maintenance tasks and KPI checks are undertaken according to schedule.
- ✓ Ensure the reporting of accidents, incidents and near misses are done in a timely manner.
- ✓ Ensure reporting of any hazards, damage, or maintenance issues to the Facilities team.

Corporate Responsibilities

- ✓ Actively promote London Youth's policy and procedures to value and respect diversity and inclusion in all aspects of your duties and working relationships.
- ✓ Manage resources to the highest standards and act as a custodian of best practice.
- ✓ You will be expected to play a proactive part in the implementation of the work and policy of London Youth as a whole, supporting the vision, mission and aims of the charity.

Undertake any other duties as may be reasonably requested by Woodrow Management that ensure the ongoing operational success of the centre and delivery of excellent customer experiences.

Reflect our inclusive culture in your day-to-day work and support a positive health & safety and safeguarding culture in your interactions with colleagues.

Follow our organisation's anti-racism principles and practices as you actively promote and respect diversity and inclusion in all aspects of your work and working relationships.

About you – what you bring to the role

Experience, Knowledge & Skills

- ✓ Experience working in leisure in a supervisory or management capacity as a Duty Manager, Senior Lifeguard Assistant, or similar.
- ✓ Experience working in a customer facing environment, providing the highest levels of customer service, managing communications, resolving conflict.
- ✓ Experience of working with a range of customers, including young people and adults, with different backgrounds and varying needs.
- ✓ Working knowledge of health and safety best practice and legislation in leisure facilities.
- ✓ Experience supervising and/or line managing people, including training and induction.
- ✓ Experience carrying out lifeguard observations.
- ✓ Computer literate and competent using Microsoft Office applications.

We would love to know if you have:

- ✓ Experience in the use of CoursePro, or similar leisure bookings management system.
- ✓ Experience in the use of Deputy, or similar employee scheduling, timesheet software system.
- ✓ Experience managing external suppliers to support delivery of essentials services.
- ✓ Experience operating a pool plant room, and associated KPI management.

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Qualifications

- ✓ Current RLSS NPLQ (National Pool Lifeguard Qualification) – Essential
- ✓ Pool Plant Operator Certificate – Highly Advantageous

Please let us know if you have:

- ✓ Swimming Teacher Qualification (Swim England or STA)
- ✓ First Aid at Work certificate
- ✓ NVQ in Leisure or Operations Management, or similar
- ✓ RLSS NPLQ Trainer

Attributes & Behaviours

- ✓ Customer-centric mindset with exceptional customer service skills.
- ✓ Able to quickly establish rapport and build effective relationships across a range of personas.
- ✓ Composed demeanour, able to keep calm under pressure and solve problems when they arise.
- ✓ Articulate communicator with a confident telephone manner and excellent written skills.
- ✓ Collaborative team player with a willingness to work effectively with others.
- ✓ Self-motivated with a positive attitude, growth mindset and keen willingness to develop.
- ✓ Able to work independently, demonstrating proactivity and initiative.
- ✓ Impeccable work ethic and a flexible approach to work.
- ✓ Good organizational skills, able to effectively prioritise workload.
- ✓ Analytical thinker with meticulous attention to detail.
- ✓ Absolute discretion and ability to maintain confidentiality.
- ✓ Passionate about leisure and sport opportunities to support health and wellbeing outcomes.
- ✓ Passionate and demonstrably committed to improving the lives of children and young people.
- ✓ Absolute commitment to London Youth's principles of equality, diversity and inclusion.

Demonstrate living our values of Being Ambitious, Being Collaborative, Being Inclusive, Being Accountable.

If this is the role for you, please submit your application through London Youth's careers page. It is essential that in your written application you give evidence of examples of proven experience/skills for 'what you will bring to the role' criteria.

If you have questions regarding the role or the recruitment process, please contact: Hannah Jackson, our Leisure Operations Manager, at woodrow.recruitment@londonyouth.org