

## Job Description for Duty Manager

Chessgrove Swim is a family-run business and not a franchise. We pride ourselves on offering the very best swimming experience in the area and have an enviable reputation for service and quality. Our state-of-the-art private swimming pool is located in Bromsgrove in Worcestershire. Originally a day spa, our pool is built to a very high spa standard.

Here at Chessgrove Swim, we pride ourselves on providing the highest quality service to our customers and take pride in the facilities we have to offer. The right candidate will become an integral part of our small, friendly team, and will aid the running of the Swim School, whilst maintaining the exceptionally high standards we pride ourselves upon.

The Successful applicant will be required to:

- Ensure a safe swimming environment, both on and off the poolside
- Know Pool Plant operation and pool water management
- Manage lesson administration
- Cash handling
- Customer Enquiries – telephone, email, Facebook, live chat
- Supervise staff management

The successful candidate must be competent on a computer using the main Microsoft Software packages. Successful candidates must also be a competent swimmer and be willing to attend a Swimming Safety Course and a First Aid Course. It is also vital that the successful applicant must have a clear enhanced DBS, with at least 1 year's customer service experience.

The right candidate will be given training opportunities, enabling them to achieve their teaching qualifications, and further their career.

We are looking for a member of staff who is able to confidently manage the front of house, meaning that the successful candidate is friendly, approachable, organised, and above all proactive in aiding the operations of the business.

The successful candidate must be flexible within the rota and assist with cover shifts as and when required.