



DUTY MANAGERS

ABINGDON SPORTS CENTRE

The position will remain open until we have successfully filled the role.

Early applications are encouraged. We may make an appointment prior to the advertised closing or interview dates.



Job Pack AS42



CONTENTS

PAGE 03	<u>Message From The Director of Finance & Operations, Justin Hodges</u>
PAGE 04	<u>About Abingdon Sports and Leisure</u>
PAGE 06	<u>Job Description</u>
PAGE 08	<u>Person Specific Criteria</u>
PAGE 09	<u>Further Information</u>
PAGE 13	<u>Benefits of Working at Abingdon</u>
PAGE 15	<u>How to Apply.</u>

ABINGDON

SPORTS &
LEISURE

Message from the Director of Finance & Operations, Justin Hodges

Thank you for your interest in the Abingdon Foundation. I am delighted that you are considering working here. As a member of the support staff you would play a pivotal role in supporting the school to deliver the very best academic, pastoral and Other Half opportunities to our students.

Please take some time to look at our website, abingdon.org.uk, as this will tell you a lot about us and give you a taste of the atmosphere. The Abingdon Foundation is a community of some 1300 students across Abingdon Prep and Senior Schools. Boarding is available from 13+ and boarding houses are full with around 150 boarders. Our sixth form has around 360 students and we employ around 400 teachers and support staff across the Foundation. The Board of Governors oversees the whole Foundation.

Our Schools occupy large and beautiful campuses. The facilities are excellent with recent significant developments including newly renovated and extended boarding accommodation and a state of the art dining pavilion. Other recent developments include a dedicated Sixth Form Centre, library, Art department and Science Centre. New facilities for Economics and Business Studies; and Computer Science opened in 2020, alongside two additional houserooms for the students. We have also recently added to our extensive sports facilities - both at Tilsley Park and on the school campus - these offer some of the best sports resources in the area. The Foundation benefits from a continuous refurbishment and development plan, adding further impressive facilities to a very well-resourced organisation that also prioritises sustainable development. In May 2024, the Abingdon Foundation announced its decision to move to co-education. Girls have already joined our our Prep School up to Year 6. From September 2026, our Senior School will welcome girls to our First Year (11+) and Sixth Form (16+) entry points; and to our Third Year (13+) from September 2028.

We may be over 760 years old but we are a forward-looking, dynamic school. There is pride and commitment amongst those who work here and we always look for high calibre professionals to join us. I hope that you might see yourself joining this happy and purposeful community.



A handwritten signature in black ink that reads "Justin Hodges". The signature is written in a cursive, flowing style.

Justin Hodges
Director of Finance & Operations

About the Department

Abingdon School Enterprises Limited (trading as Abingdon Sports and Leisure “ASE”) plays a pivotal role in supporting the school both operationally and commercially through management of the Foundation’s sport and leisure facilities including the Sports Centre, Tilsley Park and the Amey Theatre.

The Sports Centre offers high quality facilities which includes an 8-lane 25m swimming pool, sports hall, studio, two squash courts, strength and conditioning gym, hospitality suite, classroom and climbing wall.

Membership packages are available and there is an extensive activity programme which includes exercise classes, swim school, and junior courses. The centre has effective partnerships with Abingdon Vale Swimming Club, Oxfordshire Cricket and SuperCamps.

Tilsley Park is an outdoor facility that offers excellent sports pitches, including a full sized 3G pitch (suitable for football, rugby and American Football), 7v7 pitch (which can be subdivided into three 5v5 pitches), three 5v5 pitches, two full sized hockey pitches and an athletics track. It also offers an indoor spin studio, bar and meeting room. New Padel courts are also planned.

Tilsley is a very busy facility, particularly in the evenings, and hosts a number of large athletics events, the Abingdon marathon and American Football fixtures.

The Amey Theatre commercial bookings operate under ASE and offers a 450 seat theatre with 8 x 5m screen for live screenings, along with a wide range of meeting spaces. The Pavilion is a new addition to the facility and provides a high quality multi purpose space for hospitality and events.

For more information please see our website: abingdon.org.uk/sports-and-leisure/



Duty Managers: Full Time, Part Time, Evenings and Weekends

We are looking for enthusiastic and committed Duty Managers to join our fantastic Abingdon Sports and Leisure team at the Sports Centre.

- Full Time Managers: working on a rotating, variable shift basis (including evenings and weekends). Candidates may prefer to spend periods of time working shifts at Tilsley Park in addition to the Sports Centre at Abingdon School. All Abingdon School Sports Centre Duty Managers must hold or be willing and able to obtain a lifeguarding qualification (NPLQ).
 - Shifts are 5.45am - 2.15pm or 2pm - 10.30pm Monday to Friday, 6.30am - 6pm on Saturdays and 7.30am - 5.30pm on Sundays. Duty Managers work 1 weekend in 4.
 - The average working week is 40 hours but some weeks may be more, some less depending on your shift allocation.
- Part-time Managers: for the right candidates, we are open to a job share. If this is of interest, please state this on your application form.

Duty Managers are responsible for managing a small team and operating the facilities in a safe and efficient manner, ensuring that all policies and procedures are fully implemented. The health and safety of all the customers is of paramount importance and regular training will be provided.

The role largely involves working with the general public, clubs and organisations. During term time the role also involves working with the school PE department. Tilsley Park and the Sports Centre host a wide range of courses and events throughout the year from athletics competitions to hockey festivals and swim clubs to SuperCamps. Duty Manager roles are stimulating, varied and hands-on. They require liaising directly with customers and therefore suit applicants with a friendly manner and effective communication skills.



Job Description

Main Responsibilities

The duties and responsibilities highlighted in this job description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post. Duties will include, but not be limited to:

Team Working

- To be an enthusiastic and supportive team member, working closely and effectively with all other members of ASE staff and the school PE department, including receptionists, sports coaches, fitness teams, cleaners and maintenance staff.
- To ensure staffing levels meet business requirements.
- To keep the management team regularly and fully informed.

Operational Facility Management

- To work closely with the management team in all operational matters and fulfil all operational responsibilities, including timely opening, preparation and closure of the facility.
- To follow the full range of operating procedures and standards. These are to be constantly reviewed and updated whenever necessary.
- To be accountable for safe and professional day-to-day operations.
- To ensure effective delivery of programmed activities including classes, community sports club bookings and children's parties.
- To prepare the venue and associated equipment, including managing the setup and take down of equipment, in order to meet booking requirements promptly and efficiently.
- To carry out regular checks of the facility to ensure it is clean and tidy and take any appropriate action as required.
- To proactively solve day-to-day problems to ensure standards are met and maintained.
- To work poolside as a lifeguard as required (Sports Centre only).
- To work behind the bar ensuring compliance is maintained at all times (Tilsley Park only)

Customer Service

- To offer a first-class and welcoming service to our customers at all times and be accountable during shifts for the overall customer experience, including the management of complaints and feedback.
- To meet and exceed customers' expectations in line with organisational values and standards.
- To receive and handle customer enquiries and feedback.
- To ensure written and oral customer communications are delivered in an appropriate and professional style and manner, taking account of different customer needs and characteristics.
- To communicate and share information effectively at all levels.
- To manage all customer comments and complaints proactively, quickly and effectively, ensuring they are recorded and proposing suggestions for improvements, where necessary, to prevent future problems.
- To ensure reception is covered during public opening hours.

Business Support and Administration

- To support the delivery of ASE business goals and service targets in a way that upholds the ASE and Abingdon School brand and values.
- To learn and operate our booking system and other management systems in accordance with operating procedures.
- To carry out all administrative tasks to a high standard; paying attention to detail and using an appropriate standard and style of written English.
- To use internal IT systems to enable ASE to operate efficiently and effectively.

Job Description (cont).

Compliance

- To manage health and safety in accordance with legislation and operating procedures for the safe running of the facility, including handling chemicals and hazardous substances (COSHH), risk assessments, manual handling, first aid and fire procedures and Pool Safety Operating Procedures (PSOP) for Sports Centre,
- To ensure that all relevant building systems e.g. air conditioning, pool plant (Sports Centre) are carefully controlled and monitored with due regard to health and safety.
- To report any incidents, accidents and occurrences in line with policies and procedures.
- To complete all mandatory training as required, including safeguarding, health and safety.

Financial Responsibility

- To ensure all cashing up procedures are adhered to and all items are processed through the EPOS system.
- To carry out effective stock control, informing the Manager of low stock levels and ordering when required.
- To check all goods and services are delivered as ordered, approving the delivery note and passing on to the Manager.

Health and Safety at Work

All staff working within Abingdon share responsibility for achieving safe working conditions. The postholders must take care of their own health and safety and that of others, observe applicable safety rules and follow instructions for the safe use of equipment. All appointees are required to confirm that they have read and understood the Foundation's Health and Safety Policy.



Person Specific Criteria

Essential Qualities

- Similar relevant experience in either customer service or facility management.
- A positive, flexible and 'can-do' attitude.
- Friendly and professional with consistently excellent customer service skills.
- Good general IT skills.
- Good administrative skills including attention to detail and a good standard of written English.
- Willingness to attend training as required and an eagerness to learn and improve.
- A commitment to the principles of equity, diversity and inclusion.
- A commitment to the protection and safeguarding of children and young people.
- A commitment to valuing and respecting the views and needs of children and young people.

Desirable Qualities

- Previous similar experience within the sports or leisure industry.
- Relevant professional qualifications (e.g. Sports/Leisure Management Qualification, CIMSPA or equivalent).
- NPLQ - for lifeguard cover (if not currently held, the appointee will be required to obtain within 2 months of start date, at the school's expense. Please note that this requires a swimming test).
- Level 2 in Gym Fitness Instructor qualification and/or sports coaching qualifications.
- Level 3 Personal Trainer Qualification.
- Sports coaching qualifications
- Willing and able to apply for a Personal Licence (for selling alcohol at Tilsley Park).
- Experience in delivering or organising children's activities.
- Childcare or play-work qualifications.
- Familiar with central business management systems such as customer databases and booking systems
- English and Maths GCSE at Grade C or above or approved equivalent.
- Full driving licence.

Further Information

Hours and weeks of work

Full Time Roles:

Full time Duty Managers work as part of a team on a 7 day variable shift rota working 40 hours per week over 7 days. This means some evening and weekend work will be necessary. Staff will generally be based at Abingdon School Sports Centre but may have the opportunity to work at Tilsley Park.

Site operating hours are:

Sports Centre: 05:45 - 22:30 Monday to Friday, 06.30 - 18.00 Saturday and 07.30 - 17.30 Sunday.

Tilsley Park: 08:45 - 22:15 Monday to Friday and 07.45 - 17.15 Saturday and Sunday.

We want to support our staff to have a good work-life balance and where staff have particular commitments, such as a sports club, which they wish to attend regularly each week, we will always try our best to accommodate this in the rota.

Please contact us to discuss the shift patterns you would be looking to work and indicate these on your application.

Salary and Bonuses

The full time salary range for this role is £27,772 - £29,660 depending on skills and experience. Successful candidates with less experience will have the opportunity to progress up the scale to the top of this range as they gain experience each year. This is based on 25/26 salary scale and may increase from September 2026 depending on the outcome of the Governor annual salary review process.

Prorated salaries for part time staff, including job share, weekend or evening roles will depend on contractual hours agreed.

Bonuses:

NEW! All ASE Duty Managers are now eligible for a £500 (pro rata for part time staff) annual retention bonus. This is payable every year in the month following the anniversary of their start date.

Current staff are also eligible for referral bonuses if they have recommend other candidates for Duty Manager vacancies who are successfully appointed.

Further Information

Time Off

Full time staff are eligible for 25 days annual leave per year plus 8 public holidays.

In addition, Abingdon has a Christmas Closure policy which means the school sites are generally closed for the Christmas period between Christmas Eve and New Year. This usually gives full time staff an additional (non-contractual) paid four days off over **Christmas every year** alongside their annual leave.

We care about our staff and offer generous sick pay and maternity/paternity pay provisions above the statutory minimum.

Notes

- This role is to start as soon as possible (subject to satisfactory completion of pre-appointment checks).
- Candidates must have the right to work in the UK for the duration of their contract without any additional approvals. Appointments to the post will be subject to verification of the appointee's right to work in the UK.
- Following successful completion of a 6 month probationary period, the notice period for this role is two months.
- For an informal discussion about the role please contact: Becky Lees, Sports Centre Manager initially via email to recruitment@abingdon.org.uk.
- Early applications are encouraged and will be reviewed on receipt. We aim to reply to all applications within 2 weeks. **The position will remain open until we have successfully filled the role.**
- If you would like to apply for this position you will need to register and apply on our recruitment portal via the following link: [Recruitment Portal](#).
- For safeguarding reasons, please note that we are unfortunately not able to accept applications by CV. All applicants must complete the standard Abingdon application form which includes their full employment history.

Further Information

Training and Development Opportunities

Abingdon Foundation is established around two schools with a longstanding reputation for providing high quality education. We are as committed to providing high quality training for the staff that work here as we are to the quality of the education we provide to the pupils that study here.

For staff who wish to, there are opportunities to gain varied experience working across two very different leisure settings with both the swimming pool, gym and indoor leisure facilities at the Sports Centre as well as the outdoor athletics facilities, 3G pitches and extensive grounds of Tilsley Park. There may also be further opportunities to gain wider commercial and lettings experience, with events in the Pavilion or Amey Theatre, as ASE continues to grow its operations.

All Duty Managers are provided with an extensive core training package free of charge, including:

- Control of Substances
- Hazardous to Health (COSHH)
- Customer Service
- Equality, Diversity & Inclusion
- Fire Evacuation Procedure and Fire Panel
- Fire Warden
- Food Safety and Hygiene
- Health & Safety
- Legionella Awareness and Basic Principles of Legionella Control
- Lift Emergency Release
- Lone Worker Safety
- Manual Handling
- Personal Licence (APLH)
- Personal Protective Equipment (PPE)
- Prevent
- Risk Assessment
- Safeguarding Training (Triennial)
- Spill Kit Training - Body Fluids
- Working at Height
- Workshop Safety

Further Information

Training and Development Opportunities cont.

There are also opportunities for :

- Career coaching
- Mentoring from experienced staff within the Abingdon Foundation in a range of areas
- Access to a programme of in-house staff training and development sessions including: management essentials, digital skills and AI
- Mental Health First Aid training
- Sports coaching and fitness instruction (e.g. L2 Fitness Instructor)
- Supporting school team sports such as hockey or athletics
- Pool plant operations training

Whether you see your future in the commercial and marketing side of the leisure industry, in operational management or in sports or fitness instruction, we can provide experience and training opportunities which could support your future career aspirations.

All Duty Managers who do not already hold an NPLQ (swimming pool lifeguard qualification) will be required to obtain one and will be supported by Abingdon to gain this qualification.

Please note that this does requires being able to meet swimming competency requirements.

Please see RLSS Lifeguard Course for more information.



Benefits of working at Abingdon

Annual Leave:



You'll get 25 days off paid time off each year, plus bank holidays (pro rata if part time). Depending on your role, we usually expect you to take your holidays during school breaks, but there can be some flexibility if needed.

“91% of our staff say the facilities and resources for staff are good (2025 staff survey)”

Time Off & Flexibility



Working from Home (WFH):

We may be able to offer flexible working from home options, depending on the nature of your role. If this applies, during term time, you may be able to work remotely for up to 20% of your hours (usually about one day a week). Outside of term time, this increases to 40% (around two days a week). Unfortunately, not all roles can be carried out from home.



Christmas Closure:

Our all year round staff can enjoy extra time off over the festive period. We offer up to four closure days around Christmas/New Year, dates depend on where the bank holidays fall.

Death in Service Benefit:

For your peace of mind, all support staff aged 18-70 are covered by a scheme that pays out three times your annual salary to your loved ones in the event of your death whilst employed.



Outstanding Pension Scheme:

We're serious about your future. We automatically enroll new staff into our group pension scheme with a 3% contribution from you and a competitive contribution of 6% from us. Staff can also opt for salary exchange.

Foundation Grant (School Fees):

If your children attend Abingdon School or Abingdon Prep, you could receive a significant discount of up to 25% on their tuition fees (pro-rata for part-time staff). Admission to the School is subject to availability of places and meeting admission requirements. Ask us for more details if this applies to you.



Financial & Family Support



Super Camps Discount:

Need childcare during school holidays? Staff get a discount on courses with Super Camps, and you can use childcare vouchers.



School Counsellors and Physios:

Staff can also access the services provided by the School Counsellors and the Physios (terms and conditions apply).



Employee Assistance Programme (EAP):

Life can be tricky, so we provide an Employee Assistance Programme. This offers confidential support and resources for anything from mental health to financial advice, plus a Health Risk Assessment tool to help you stay on top of your well-being.

Private Healthcare:

Permanent employees can benefit from free private health insurance, giving access to excellent medical care (this is a taxable benefit).



Sports Centre Membership and Theatre discounts:

Stay active and healthy with free access to the gym and swimming pool at agreed times. You'll also get a discounted membership to the Abingdon Sports and Leisure Club, allowing you to attend exercise classes for free. Staff can also benefit from access to discounted or complementary tickets to a wide range of events at the Amey Theatre.



Health & Wellbeing



Cycle to Work Scheme:

Save money and get fit! We offer a Cycle to Work scheme for eligible staff, helping you buy a bike. Contact us for more information.



Social:

There are regular staff social events and opportunities to join other staff in a range of activities from singing in the choir to playing cricket or football, running in the road relay or even joining in with the staff rock band or the staff panto.

Other Health and Wellbeing Benefits:

Include access to an occupational health provider, free staff 'flu jabs, eye test reimbursement, menopause support and mental health first aiders.



Free Lunch:

Most staff can enjoy a delicious free lunch and refreshments during term time.



Everyday Perks

Free Parking:

We offer free on-site parking and bike storage for all staff (on a first-come, first-served basis).



Staff Development

We offer a range of online and in-person courses to staff for free including first aid, mental health first aid and health and safety courses. Staff completing higher level professional qualifications or CPD may have their courses fully or partly funded.

“ 99% of our staff say they have good working relationships with their immediate colleagues (2025 staff survey) ”

How to Apply

APPLY NOW



To apply, please go to our [Recruitment Portal](#).

Please do not upload CVs, testimonials or examples of work.

References:

We require at least two satisfactory references, including one from your current/most recent employer. If you've previously worked in a school or with children, one reference must be from the most recent relevant employer where you last worked. If you've been employed by a school, the reference must be from the school's Head. References cannot be from a relative or someone known to you solely as a friend.

For safeguarding reasons, references will be taken up before interview unless you have specifically asked us not to.

Online Checks:

We conduct online searches for all shortlisted candidates to assess their suitability to work with children. Any public information found may be discussed with you at your interview.

Interviews:

If shortlisted, you'll be invited to attend an in-person interview/selection day which will include one or more interviews and will also include one or more tasks (e.g a written exercise) and a tour of the School. If you are invited for interview, further information will be sent to you with your invitation.

These stages will also assess your suitability for working with children. Your employment history, including any gaps in employment, will be explored at interview.

Pre-Employment Checks:

If you're invited for an interview, you'll undergo essential checks with HR, including:

- DBS enhanced criminal records check and checks of relevant prohibitions and barring;
- Verification of identity, address, right to work in the UK, and
- Qualifications check.

If you've lived or worked overseas for 3+ months in the last 10 years, please bring original copies of any overseas police checks

Conditional Offer & Safeguarding

Any job offer is conditional on successful completion of all required pre-appointment checks, including ID check, DBS check, any required overseas checks, barred list checks, prohibitions from teaching and/or management checks (if applicable), satisfactory references, medical fitness, EYFS declaration (if applicable) and verification of qualifications and right to work in the UK. Staff are also required to read and sign to say they have understood key policies including safeguarding and health and safety.

Warning!

It is an offence to apply for the role if you are barred from engaging in regulated activity relevant to children. Providing false information is also an offence and could result in the application being rejected or summary dismissal (if appointed), and possible referral to the police and/or DBS, and/or the Teaching Regulation Agency (TRA).

Questions?

Contact our HR Department at 01235 849136 or recruitment@abingdon.org.uk.

We recognise the value of a diverse and inclusive workplace and are committed to equality of opportunity for all staff and job applicants. We aim to ensure that our staffing at all levels and in all roles is diverse and we welcome applications from all backgrounds and all sections of the community.



ABINGDON

independent day and boarding school
for pupils aged 11 to 18 years

Co-ed from 2026

ABINGDON

SPORTS &
LEISURE