

SPORTS CENTRE DUTY MANAGER PERMANENT ROLE

Thank you for showing an interest in this post. We hope that the following information about St Helen's school, our Sports Centre and job description will help you to decide that this is an application which you wish to pursue.



WELCOME TO ST HELEN'S



St Helen's School is a large, thriving all-through school and many of the girls who leave us at the end of Year 13 have been with us since Nursery or Reception. We are ambitious for every single girl: that she achieves her potential; that she leaves us to embark upon an exciting and fulfilling future, able to deal with whatever life throws at her with resilience and courage; that she possesses inner confidence, strong personal integrity, and a sense of fun; that she is ready to go out into the world and make a difference.

St Helen's has a long tradition of academic excellence which encourages girls to pursue intellectual curiosity beyond the curriculum. Sixth Formers go on to established, high-ranking universities including Oxford and Cambridge, with more than a third studying STEM subjects. However, we give our girls much more than just academic success; our Co-Curricular programme is rich and varied, and our pastoral care ensures that every girl is known, valued, and cared for.

Within easy reach of central London, our school is set in 21 acres of grounds and, just as we are proud of our students' academic achievements and their personal development, we are also proud of our facilities and buildings. We have invested significantly in developing our facilities over the last ten years.

St Helen's has a warm and lively atmosphere that makes it a rewarding and exciting place to work. Our staff and our pupils look out for each other and encourage each other to be the best possible version of themselves. As such, you will play a vital role in supporting the school in the next stage of its journey. We look forward to receiving your application.

Bridget Ward
Head



THE SCHOOL

St Helen's is an academically selective independent girls' day school for over 1100 students aged 3-18, set in beautiful green space in Northwood, Middlesex.

It draws pupils from a wide area of north-west London, Buckinghamshire, and Hertfordshire with easy access by Underground from central London.

We want our students to be ever intellectually curious. They will believe they can do anything. They will want to explore how they can best interact with the world around them and make a difference for the better in their own way. They will be ready for whatever the future brings.

Our aims are:

- To provide each and every girl with the opportunity and means to achieve academic excellence.
- To provide our students with the personal skills, emotional resilience, and the confidence to achieve their full potential through a varied, rich and challenging Co-Curricular programme.
- To know, value and respect all girls as individuals so as to best support them on their journey through the school.
- To ensure that the girls are ready to play a full and active part in their communities and in an interconnected digital world.

Our students achieve high academic standards, and we encourage them to develop lifelong skills in a diverse range of areas, both within and outside the curriculum, and to pursue their individual ambitions. The school is proud of its tradition of providing a balanced and forward-looking education through which its pupils can become confident, independent learners and leaders in their fields, their professions, and their communities. Attention to the individual child is at the heart of everything we do and shapes the pastoral care, teaching and learning and the co-curricular opportunities on offer at St Helen's.

THE SPORTS CENTRE

The St Helen's Sports Centre is a purpose-built centre which is open to club members outside school hours and during school holidays. The Sports Centre includes a Sports Hall, Dance Studio, Gym, and Swimming Pool.

The role will report to: Sports Centre Commercial and Operations Manager.



THE POST

St Helen's is looking to appoint a permanent, full time, Sports Centre Duty Manager.

The Sports Centre Duty Manager is responsible for the day-to-day smooth running of the facilities, services, and lettings. They are also responsible for maintaining a safe and secure environment for users, staff, and contractors at all times.



MAIN RESPONSIBILITIES

- Operate the building and facilities in accordance with Normal Operating Procedures, Emergency Action Plans, and the Health and Safety policy to provide a safe environment for all.
- Act as a key holder and open and close facility ensuring building/equipment checks are carried out as stipulated in the daily log and security of the building is always maintained.
- Supervise Senior Leisure Assistants on shift ensuring that tasks are performed to the required level of proficiency, quality, and safety.
- Supervise the receptionist including reconciliation and safe handling of all monies received.
- Provide cover for Commercial and Operations Manager as necessary, taking on their duties and responsibilities as appropriate.
- Ensure pool water is safe to swim in, according to normal operating guidelines.
- Assist with administration as required as directed by the Commercial and Operations Manager or Head of Enterprises.
- Take responsibility for one of the following operations:
 - Swim School and Swim School bookings.
 - Gym and Membership
 - Sports Hall and outside facility bookings
 - H& S Compliance
- Promote a customer-focused environment, generating excellent public relations and customer care.
- Support members in the gym including member inductions and programmes.
- Ensure all relevant qualifications are kept up to date, and attend/undertake any training as required.
- Act as a lifeguard as required.
- Ensure appropriate equipment is set out and prepared for users in a timely manner and put away after use.
- Participate in cleaning duties to ensure high standards of cleanliness, hygiene and customer service are always delivered.
- Promote and safeguard the welfare of children and young people and adhere to and ensure compliance with the school's child protection policy.

- Undertake any other reasonable tasks which may be allocated by the Head of Enterprises or Commercial and Operations Manager.

THE PERSON

It is essential for the successful candidate to have the following qualifications, experience, and personal attributes:

- Minimum of 3 years full time experience working in a leisure facility as leisure assistant or Duty manager
- Determination to achieve high standards of customer service.
- Confident
- Fit enough to perform pool rescues and work 10-hour shifts (with breaks)
- Reliable, with the ability to start early shifts on time which can begin as early as 5:45am. Due to the limited public transport available at this time of day, a drivers licence is preferable. Consideration will be given to candidates who can commit to the various shift patterns through other means of transport.
- Able to lift up to 25kg.
- NPLQ in date
- Pool plant qualification
- Good organisational and administrative skills
- Excellent interpersonal and communication skills
- Able to use own initiative and work independently. Able to prioritise a wide range of operational duties, whilst under pressure and have good time management skills.
- Knowledge of wet and dry operations and health & safety awareness
- L2 swimming teacher or fitness Instructor qualified although not essential.



HOURS

Duty Managers are contracted to work 40 hours per week, scheduled across a rolling five in seven-day rota period from Monday to Sunday. Shifts vary, with the earliest starting at 5:45am and the late shift finishing at 10:15pm. From time to time you may be required to work beyond 10:15pm to support events.

Bank Holidays are treated as standard working days, although shift times may differ. Because of this, a greater number of annual leave days are provided.

Lunch breaks are paid and included within the 40-hour working week, which means staff are required to remain on site during their lunch period.

This is a year-round position and not limited to term time.

SALARY

The salary for this role is £31,751.87 per annum from the 1st September 2025

APPLICATION PROCESS

Closing date: **8am Friday 19th September 2025**

Please apply as soon as possible as shortlisting/interviews will progress up until the closing date. Should a suitable candidate be appointed, we reserve the right to close the advert early.

Due to the volume of applicants, we receive, if you do not hear from us within 4 weeks of the closing date, please assume we will not be progressing your application further on this occasion.

THE SELECTION PROCESS

Shortlisted candidates will be invited to the school and sports centre where they will be interviewed by our Head of Enterprises and Sports Centre Commercial and Operations Manager. Candidates will also have a tour of the school and sports centre and meet other members of the Department.

St Helen's school is committed to safeguarding and promoting the welfare of children and young people, as detailed in Part 3 (Safer Recruitment) of the KCSIE 2023 guidance document. Applicants will be asked for proof of right to work in the UK and undergo child protection screening, including checks with past employers and the disclosure and barring service.

If you have any queries about this position, please contact the school at recruitment@sthelens.london

