



## SPORTS CENTRE / DUTY MANAGER

### PERSON SPECIFICATION

<u>SHORT-LISTING CRITERIA</u>	<u>ESSENTIAL</u>	<u>DESIRABLE</u>	<u>ASSESSMENT METHOD</u>
<b>Education and qualifications</b>			
Recognised Gym Instructor qualification		✓	Application form and interview
Current First Aid Certificate		✓	
Leisure qualifications		✓	
Sports Coaching qualifications		✓	
<b>Experience relevant to the role</b>			
Experience dealing with the general public	✓		Application form and interview
Experience working in the leisure / fitness industry		✓	
Experience undertaking IT tasks	✓		
<b>Abilities and skills</b>			
Strong interpersonal skills, friendly and enjoys meeting different people	✓		Application form and interview
High standards of personal presentation and appearance	✓		
Ability to liaise with all facility users	✓		
Excellent Customer Service skills	✓		
Flexible and helpful	✓		
Effective written and oral communication skills	✓		
Cash handling and banking	✓		
Responsible key holder	✓		

Excellent organisation skills	✓		
<b>Knowledge and awareness</b>			
An affinity with sport and an understanding of the needs of customers	✓		Application form and interview
Knowledge of equal opportunities	✓		
Knowledge of customer care	✓		
Awareness of Health and Safety policies, practices and procedures		✓	
Knowledge of the Fitness industry		✓	