

## 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	√		Application form and interview
<b>Abilities and skills</b>			
Strong interpersonal skills, friendly and enjoys meeting different people	√		
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>			Application form and interview
An affinity with sport and an understanding of the needs of customers	✓		
Knowledge of equal opportunities	✓		
Knowledge of customer care	✓		
Awareness of Health and Safety policies, practices and procedures		✓	
Knowledge of the Fitness industry		✓	