## L3 Leisure Duty Manager

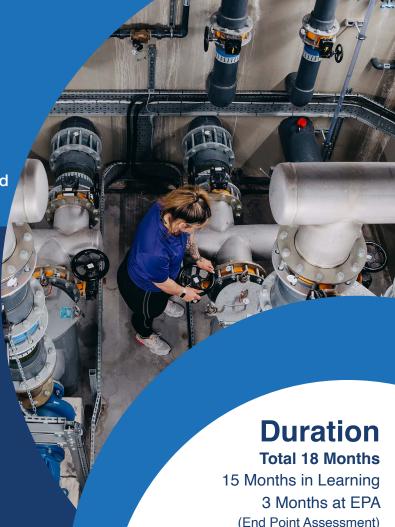
The role of a Leisure Duty Manager is to oversee the daily operations of leisure facilities, ensuring safety, cleanliness, operational effectiveness and compliance with regulations.

They will lead a team, managing performance and development to ensure staff are motivated, efficient and operate at a high standard.

By promoting health and well-being, they encourage active lifestyles and improve customer experiences, ensuring staff support diverse clientele for overall satisfaction and retention in support of the business objectives and brand.

## **Key Development Areas**

- Facility Management: Know operational procedures for preparing facility areas and events, including safety regulations. Understand policies for managing outof-hours incidents.
- ✓ Team Leadership & Management: Build positive relationships within teams, demonstrate good judgment, and influence peers effectively. Ensure compliance with health and safety standards while managing recruitment and staff allocation.
- Project Management: The implementation and monitoring of initiatives to support organisational, environmental and sustainability goals, improve performance and reduce costs.
- Customer Service: Manage the customer experience, including dealing with all customer complaints and customer service enquiries. Assist in the promotion of the facility and the services it offers.



## **EPA**

Work Based Project Profesional Discussion

Underpinned by a portfolio of evidence

**Presentation** 









