

# 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 out-of-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.



## Duration

**Total 18 Months**

15 Months in Learning

3 Months at EPA

(End Point Assessment)

## EPA

**Work Based Project  
Professional Discussion**

Underpinned by a portfolio of evidence  
**Presentation**



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