

ROLE PROFILE

Oasis Duty Manager	
Reporting to:	Oasis Manager
Role purpose:	
To lead, manage and motivate the team to deliver an excellent leisure experience in the pool and gym	
Responsibilities	
<ul style="list-style-type: none"> • Role model the company values and behaviours at all times: Hospitality, Passion, Trustworthiness, Excellence, Stewardship, Kindness • Day to day management of team • Support team where necessary to handle any issues or complaints that reception team members cannot complete themselves • Work closely with other departments • Conduct one to ones with team members • Set clear objectives for team • Train and coach team to enhance skills and knowledge, including Health and Safety, Fire Safety, COSHH, BSE assessments, Moving and Handling • Manage risk assessment files • Manage personnel files • Recruit and induct new team members • Complete schedule of activities • Oversee pool jet ski activities 	

<p>Progression in role:</p> <p>Entry</p> <ul style="list-style-type: none"> • Good spoken and written English • Personable • Strong interpersonal skills • Good communicator who is strong-willed and resilient • Customer service team leadership experience, preferably in a leisure setting • NPLQ certificate and lifeguard experienced • Able to work weekends • Computer literate • Experience in complaint handling 	<p>Training for role</p> <p>Company orientation and induction General health and safety Fire safety Moving and handling COSHH GDPR -E-Learning Risk assessments Cove Leader Selected S.E.T. modules</p>
<p>Competent – three months</p> <ul style="list-style-type: none"> • Manager takes a 'hands on' approach and steps in where necessary to support team • Demonstrates good understanding of all gym and pool roles 	<p>Diversity and Inclusion Selected S.E.T. modules Basic PPO</p>

<ul style="list-style-type: none"> • Resolves complaints where team member has tried and not been able • Good relationship with Owners and members • Assists with Pool Plant Operation • Reviews general and COSHH risk assessments • Corrects any banking errors • Sets rotas for reception • Good working knowledge of other departments • Team meets membership targets 	
<p>Advancing</p> <ul style="list-style-type: none"> • Team exceeds membership targets • Team performance overall is excellent • Manager coaches and mentors team members • Manages budget with Oasis Manager: works out pay rates, wages, cost of activities, profit 	<p>Coaching and mentoring Budgets Selected S.E.T. modules</p>
<p>Excellence</p> <ul style="list-style-type: none"> • Deputises for HoD where required, or as part of personal development • Suggests practical ideas for improvement of the service that benefit the Owners/ Holidaymakers/ Members 	
<p>Key measures</p> <p>Holidaymaker survey: accommodation/ service/ holiday overall/ NPS Owner survey Complaint ratio Health and Safety Audit Oasis Manager feedback</p>	