Duty Manager – Leisure Centre
Stantonbury Leisure Centre | Permanent | Full time
Location: Milton Keynes

Salary Range: £28.358

An exciting opportunity has arisen for a **Full Time Duty Manager** to join an enthusiastic, friendly and dynamic team at **Stantonbury Leisure Centre in Milton Keynes**. We are looking for a highly motivated, enthusiastic individual to join our management. You will need to be customer service focussed, with a can-do attitude and a desire to exceed our member and guest expectations whilst delivering a top-quality service. This position will suit someone who is looking for the chance to progress their career and take on a challenging role.

You will lead the on-site operations team, working a variety of shifts and manage and co-ordinate the centre's day to day operations. You will ensure the centre runs smoothly, in accordance with all legal requirements and health and safety guidelines.

Working closely with the Operations Manager and your Duty Managers, you will promote and encourage the wider use of the centre and facilities to increase both usage and income.

Ideally we are looking for someone with experience in the Leisure and Hospitality industry, equally if you have management and supervisory skills we would be interested to hear from you. A flexible work approach is needed to meet the business demands in our peak times.

As part of the management team you will be on the front line, delivering attentive customer focused service, understanding brand standards and enjoy working as part of a successful team.

The successful candidate will:

- Assist in the day-to-day operational management of the Centre
- Ensure a safe, clean and welcoming operation, paying particular attention to building presentation and standards of service through effective liaison with all duty staff.
- Consistently raise performance of the team and encourage personal development
- Work on a rota basis covering the full Centre opening hours
- Co-ordinate staffing resources, ensuring that adequate staffing provision is made at all times.
- Be responsible for building security and opening and closing of the building in accordance with the Centre's Standard Operating Procedures.
- Oversee the daily operations of the facility and ensure smooth functioning
- Manage and supervise staff members, including scheduling and training
- Handle customer inquiries, complaints, and issues in a professional and timely manner

- Monitor inventory levels and order supplies as needed
- Implement and enforce company policies and procedures
- Conduct regular inspections to ensure cleanliness and adherence to quality standards
- Collaborate with other departments to coordinate activities and resolve any operational issues
- Comply with current centre policies and procedures for members, guests and staff, including Safeguarding, GDPR, Fire & Health & Safety.

About you

- Have excellent leadership and communication skills
- Be able to motivate your team
- Have a flexible approach and be able to work under pressure in a calm professional way
- Ability to ensure that all policies and procedures are adhered to
- The successful candidate will have detailed experience in quality systems, advanced knowledge of pool water treatment and plant operation.
- You should hold a relevant leisure qualification and have extensive operational experience.
- Proven experience in a managerial or supervisory role
- Strong leadership skills with the ability to motivate and inspire a team
- Excellent communication and interpersonal skills
- Ability to handle difficult situations with tact and diplomacy
- Detail-oriented with strong organizational skills
- Knowledge of safety regulations and procedures
- Flexibility to work evenings, weekends, and holidays as needed
- It will be desirable that the post holder has a recognised qualification in Leisure Management, Sports Development or related subject.
- To hold a current NPLQ (National Pool Lifeguard Qualification) and Pool Plant Operators - however training will be provided if not.

Training and development opportunities will be offered. All staff are encouraged to study further and the trust will actively support staff to obtain relevant further qualifications where possible.

Stantonbury Leisure Centre is an enterprise under Tove Trading Ltd (TTL) which is a newly formed wholly owned trading subsidiary of Tove Learning Trust created to look after the Trusts' commercial interests. Tove Learning Trust is a rapidly growing multi academy trust with 13 schools.

The Trust schools have a shared vision and purpose: to deliver outstanding educational experiences that lead to inspiring outcomes. Each academy has a strong individual identity and tailors their educational provision to serve their local community.

The Directors of Tove Trading Ltd are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

Closing date: 30th November 2026

How to apply:

Please submit a **covering letter** and a **Tove Trading application form** (displayed next to this advert) **to** hr@tovetrading.co.uk **(the form can also be obtained from HR)**

Please note:

- Successful applicants will require an enhanced DBS check