



Duty Manager

The King's Club is a private health club set in the grounds of King's College School, in the heart of Wimbledon village. The club has been in operation since 1994 and has recently undergone a major reconstruction boasting state of the art facilities which include: Indoor 25 metre, 6 lane pool, gym and strength & conditioning rooms, exercise studio, floodlit tennis courts, squash courts and two sports halls.

The club is unique as it shares its facilities with King's College School and therefore the opening hours are restricted to evenings and weekend (term time), with earlier opening hours in the school holidays. All profits from the King's Club support the school's bursary fund via Gift Aid. The bursary fund provides inspirational education to talented children, irrespective of background or means.

Reporting to: Club Manager

The Role:

The duty manager plays a crucial part in the day-to-day operations of the King's Club and is responsible for the effective delivery of a range of services throughout the facilities for our members.

They must demonstrate exceptional levels of customer care and have great attention to detail to ensure our member's satisfaction. Duty management shifts are predominantly evenings and weekends.

Key Responsibilities

- To engage with members, resolve queries and deliver a 5-star member experience.
- Open and close the club.
- Responsible for end of day sales reconciliation.
- Supervise receptionists, lifeguards and instructors.
- To ensure the smooth running of Club activities.
- Assist the Club Manager with the administration of coaching programs.
- Carry out membership tours, sales & renewals.
- Take an active role in improving the operational standards of the club.
- Responsible for the Health & Safety (including first aid) for staff and members.
- Reasonable additional administrative duties directed by the Club Manager.

Person Specification

- Outgoing, engaging, with a hands-on approach and a can-do attitude.
- Experience in premium hospitality or health clubs.
- Proven service experience with the ability to engage & empathize with members.
- First aid qualified and NPLQ lifeguard qualification desirable
- Computer literate.

This is not an exhaustive list of duties but acts as a guide to the main objectives and responsibilities of the role holder. Duty managers have a responsibility to undertake regular training for their own professional development; success in this role may allow for promotion to higher positions within King's Club management.



Salary	£20,938 pa (based on 30 hours per week @ £13.37 per hour) Fewer shifts per week maybe considered. Any reduction in hours will result in a pro-rata reduction in salary.
Start Date	Immediate 2022
Hours of Work Including Bank Holidays	To work 30 hours per week , based around the following shift patterns: Monday to Friday: 16:30 – 22:30. Saturdays / Sundays: 07:30 – 14:00 / 13:00 – 19:30. Bank Holiday hours: 09:30 – 16:30. There is potential to work additional hours in the school holidays. The Club is closed between Christmas & New Year.
Holiday	The holiday year is calculated from 1 January to 31 December. For a full-time employees the annual holiday entitlement for a complete year is 25 working days, plus the statutory English public holidays, making a combined total, under the Working Time Regulations, of 33 days' holiday per annum. Due to the nature of working in a hospitality industry the bank holidays are considered to be normal working days (with the exception of Christmas Day, Boxing Day and New Year's Day when the club is closed). In order to align with your statutory rights, if you work on any of these days, then time off will be given in lieu.
Other Business	You will be eligible to join the Company Pension Scheme after 3 months' service and also participate in their programme of health benefits Opportunity for career progression.

The King's Club is managed by KCS Enterprises LTD, a subsidiary of King's College School, and as such is fully committed to safeguarding and promoting the welfare of children and expects all staff to share this commitment. Any offer of employment will be subject to normal safer recruitment checks, including the receipt of an enhanced DBS disclosure, at least two satisfactory references and verification of medical fitness.