

# Assistant Manager(s), Leisure x 3

**Doncaster Culture & Leisure Trust (DCLT) is a registered charity delivering premier leisure, culture and hospitality provision in the City of Doncaster.**

**The Trust is currently undertaking numerous Capital Improvement Programmes across its portfolio of leisure venues. Aligned with this are business development strategies that improve the customer experience and engagement of local communities.**

**We are seeking individuals to work with our Operations and Commercial Managers to ensure the success of our venues across all areas of leisure facility operations.**

**Position:** Assistant Manager, Leisure x 3

**Reports to:** Operations and Commercial Managers

**Location:** Dual location (Askern Leisure Centre/Adwick Leisure Complex, Thorne Wellbeing and Leisure Hub/Armthorpe Leisure, or Dearne Valley Leisure Centre/Rossington Leisure Centre.

**Salary:** £30,869 per annum

**Hours:** 37 hours, worked to the needs of the business

## About the Role

The Assistant Leisure Manager role is a new position for the Trust forming a prominent position in the leisure management structure and playing a crucial role in the operations of our leisure venues.

Supporting the Operations and Commercial Manager, the Assistant Leisure Manager will oversee key operational duties for the venues and provide key business information that will ensure success of the venues.

As manager you will be responsible for operational aspects of day-to-day delivery and two teams of Duty Managers, one at each venue. You will work closely with other colleagues across the two venues to deliver a first-class customer experience for our guests.

The key areas of the role are:

- Duty Manager cover – working with the Operations and Commercial Manager's to provide cover in the absence of the Duty Managers
- Programming - provide support in delivery of activity strategies, monitor performance and ensure expected delivery standards are achieved
- Workforce - recruitment and onboarding of new staff, undertake performance assessments and appraisals, support workforce professional development, assist in delivery of training and Continuous Performance Assessment
- Customer Service and Standards - support front of house operations, monitor customer service standards, cleaning standards audits, managing retail stock and report against gross profit targets

## About you

You have significant experience in the leisure industry, in a role which involves delivering services to a high volume of customers. A strong understanding of leisure facility operations together with a good business outlook to achieve high standards and delivery of key performance indicators.

You understand the importance of creating a safe environment for customers and staff through a strong interest in health safety and risk management. This will be underpinned by a methodical approach, document control, staff planning and management.

You are naturally enthusiastic, and you will use this to manage and influence others. You will be able to develop staff, their skills and behaviours, and achieve passionate functional teams.



If you feel you have the right skills and experience to join our team, apply now

Please visit [www.dclt.co.uk/jobs](http://www.dclt.co.uk/jobs)

CLOSING DATE FOR APPLICATION Monday 9<sup>th</sup> February, 2026

## Job Description & Person Specification

Company:	Doncaster Culture & Leisure Trust (DCLT)
Department:	Leisure
Job Title:	Assistant Leisure Manager
Contract Type:	Permanent
Hours:	37 The candidate will be required to have a flexible approach to working hours, which may include days, evenings, and weekends
Responsible to:	Operations and Commercial Manager
Responsible for:	Directly responsible for designated venue Duty Managers and responsible for all designated venue contracted and casual staff
Location / Site:	Adwick Leisure Complex/Askern Leisure Centre, Armthorpe Leisure Centre/Thorne Wellbeing and Leisure Hub, or Dearne Valley Leisure Centre/Rossington Leisure Centre.
Salary:	£30,869

### Purpose

The Assistant Manager supports the day-to-day operations of the leisure centre, ensuring a safe, welcoming, and high-quality experience for all members and visitors. The role involves supervising staff, maintaining facilities, supporting programmes, and supporting the Operations and Commercial Managers to achieve business and customer service targets.

Work to achieve the Vision & Mission of DCLT

**VISION:** To increase opportunities and activity in sport, leisure, and culture to improve the lifestyles of our customers and stakeholders.

**MISSION:** Striving for Healthier Communities.

### Duties:

To work with the DCLT leadership team to ensure the successful operation of the DCLT business and always ensuring that you demonstrate the DCLT core Values.

- **Value our people**
- **Open and honest in our dealings**
- **Innovative and commercial**
- **Customer focused**
- **Enthusiastic.**

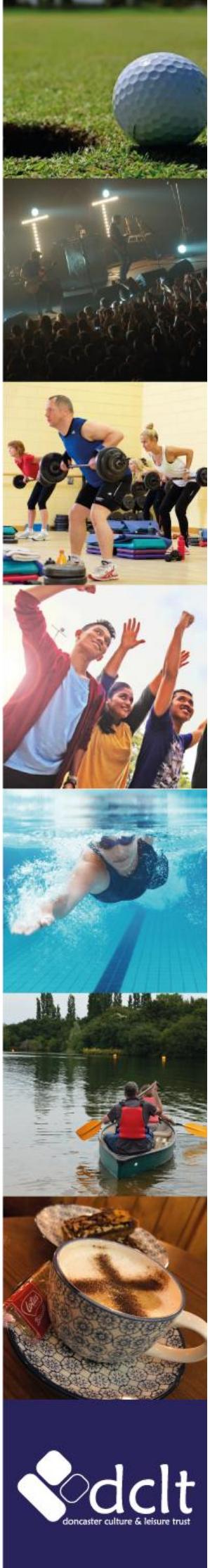
### Key Duties and Responsibilities:

#### 1. Operational Management

- 1.1 Assist the Operations and Commercial Manager in the strategic running of the facility, ensuring smooth operations and compliance with all policies and procedures.
- 1.2 Oversee the cleanliness, safety, and maintenance of all areas, internally and externally.
- 1.3 Monitor stock levels and order supplies as required.
- 1.4 Ensure all equipment is regularly inspected, maintained, and fit for use in line with guidance.

#### 2 Staff Supervision and Development

- 2.1 Supervise, support, and motivate staff.
- 2.2 Assist with staff training, development, and performance reviews.
- 2.3 Manage staff rotas, shift cover, and timesheets to always ensure adequate staffing.
- 2.4 Provide support cover for Duty Manager absence.
- 2.5 Support recruitment and induction of new team members.



<p><b>3. Customer Service</b></p> <p>3.1 Ensure the highest standards of customer care and satisfaction.</p> <p>3.2 Handle customer enquiries, feedback, and complaints in a professional manner.</p> <p>3.3 Promote membership sales, programmes, and activities to maximise participation and revenue.</p> <p><b>4. Health, Safety &amp; Compliance</b></p> <p>4.1 Ensure all operations comply with health and safety legislation, safeguarding, and company policies.</p> <p>4.2 Conduct regular risk assessments and safety checks.</p> <p>4.3 Respond to emergencies, incidents, and accidents in line with procedures.</p> <p>4.4 Maintain accurate records.</p> <p><b>5. Financial &amp; Administrative Support</b></p> <p>5.1 Support the Operations and Commercial Manager with financial administration including cash handling, banking, and reporting.</p> <p>5.2 Contribute to achieving income targets and managing expenditure.</p> <p>5.3 Assist with preparing reports, usage statistics, and performance data.</p> <p><b>6. Programme &amp; Event Support</b></p> <p>6.1 Assist in planning, promoting, and delivering the centres activity programmes.</p> <p>6.2 Liaise with clubs, schools, and local organisations to develop partnerships and increase participation.</p> <p><b>7. Behaviours</b></p> <p>7.1 To adopt and display a 'can do' positive and professional attitude, and lead from the front on behalf of the company.</p> <p>7.2 Support the Operations and Commercial Manager in all operational aspects of your venues, including and not exhaustive to dealing with staff, business interruption and contractor issues outside of scheduled working hours.</p> <p>7.3 To ensure all required qualifications are maintained to carry out your role.</p> <p>7.4 Translate priorities into clear outcome-focused objectives for your teams and provide energy and drive in achievement of these objectives.</p>	
--	---

Employee	Human Resources
Agreed by:	Agreed by:
Date:	Date:

Experience	Essential	Desirable	Method of Assessment
Experience of working within the leisure and hospitality industry	X		AF/I
Operational knowledge of Building Management	X		AF/I
Experience of operating in accordance with health and safety policies and procedures	X		AF/I
Knowledge of financial systems, budget management and budget attainment	X		AF/I
Good verbal & written communication skills	X		AF/I
Adept in the use of Microsoft Office, with a focus on Word, Excel and Outlook	X		AF/I
Ability to plan own workload, prioritise and meet deadlines	X		AF/I
Ability to self-motivate & work independently	X		AF/I
Experience of leading staff, resources and customer care to a high standard	X		AF/I
Team working experience, through empowerment and encouragement	X		AF/I
Knowledge of booking systems and service delivery	X		AF/I



<b>Qualifications &amp; Training</b>	<b>Essential</b>	<b>Desirable</b>	<b>Method of Assessment</b>
Level 3 Management qualification or equivalent	X		AF/C/I
First Aid at Work Certificate		X	AF/C/I
Safeguarding Training	X		AF/C/I
Health & Safety at Work		X	AF/C/I
Basic Food Hygiene Certificate		X	AF/C/I
National Pool Plant Operators Qualification	X		AF/C/I
National Pool Lifeguard Qualification	X		AF/C/I
Swim Teacher or Fitness Instructor Qualification		X	AF/C/I
<b>Personal Qualities</b>	<b>Essential</b>	<b>Desirable</b>	<b>Method of Assessment</b>
Ability to work as part of a team or individually	X		I
Approachable, good interpersonal / communication skills	X		I
Self-motivated & enthusiastic	X		I
Enthusiastic about completing training & learning new skills	X		I
Positive attitude and able to motivate individuals and groups	X		I
<b>Personal Circumstances</b>	<b>Essential</b>	<b>Desirable</b>	<b>Method of Assessment</b>
Ability to work at other DCLT locations	X		I
Ability to work flexibly	X		I

AF - Application form / I - Interview / C - Certificate

