

## Apprenticeship Overview

A Leisure Duty Manager will manage the effective day to day 'front line' operation of a leisure facility. They will provide visible leadership to a diverse range of staff such as lifeguards, receptionists, sports coaches, fitness teams and crèche workers, whilst also promoting customer well-being, and, through the services on offer encourage customers to adopt and maintain an active healthy lifestyle.

On successful completion of this apprenticeship the Leisure Duty Manager will be eligible to become a Member of the Chartered Institute for the Management of Sport and Physical Activity (CIMSPA).

## Key Responsibilities

It is the responsibility of the Leisure Duty Manager to ensure the facility is prepared for use in accordance with the planned activity programme and that all areas are maintained to the highest possible standards of safety, cleanliness, security and operational effectiveness. These facilities will vary in size and the services available such as swimming pools, multi-functional sports hall, fitness suites, crèche, children's soft play, health suites, climbing walls and outdoor sports tracks. Their responsibility is to manage staff performance and on-going development to ensure staff are motivated, efficient and operate at a high standard.

The Leisure Duty Manager will promote customer well-being, and, through the services on offer encourage customers to adopt and maintain an active healthy lifestyle. The Leisure Duty Manager will drive improvements to the customer experience and ensure members of staff are fully aware of how to support diverse customers such as ethnic groups, disabled participants, adults, and young children, understanding how this will contribute to overall customer loyalty and retention in support of the business goals and brand. The Leisure Duty Manager will typically report to a Leisure Centre/General Manager and assist in implementing management systems, maintaining operational standards, records, and financial procedures in accordance with regulations and industry guidance whilst ensuring compliance with all organisational policies and procedures. Leisure Duty Managers typically cover a seven day week resulting in shifts that include weekends, early mornings, evenings and public holidays.

## Qualifications Included

As part of the apprenticeship, the apprentice will need to achieve the following qualifications:

- First Aid at Work
- Level 3 Pool Plant Operator Certificate

Apprentices without Level 2 English and maths (GCSE Grade 4 or equivalent) will need to achieve this prior to taking the end-point assessment.

## Entry Requirements

The entry requirement for this apprenticeship will be decided by each employer, but may typically be five GCSEs at Grade 4 (or equivalent) minimum. You may also choose to consider applicants based on relevant prior experience.

## Programme Level

Level 3

## Duration

18 months

## Job Roles

Leisure Supervisor - Team Leader - Duty Manager

## Delivery Method

The duration of this programme is based on the apprentice working for at least 30 hours per week, including 'Off the Job' Training. If apprentices work less than 30 hours a week the programme duration will be extended. The 20% training is delivered by Creative Sport & Leisure, either at the workplace, off-site or via e-learning. The training is specifically tailored to ensure the apprentice develop the skills they will need to thrive in the workplace, giving apprentices a real advantage with career progression and allow the employer to build a future workforce.

## End Point Assessment Method:

As part of the apprenticeship standard an external End Point Assessment Organisation will carry out your end point assessment using the following methods:

- Project
- Presentation
- Professional Discussion

## Progression

Completion of this apprenticeship will enable progression in the leisure industry to a more senior management role such as Centre Manager.

