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Pay

£26,721 a year



Shift and schedule

Weekend availability

Location



Oxford

Full job description

About Us

Oxfam is a global movement of people working together to end the injustice of poverty. That means we tackle the inequality that keeps people poor. Together we save, protect and rebuild lives. When disaster strikes, we help people build better lives for themselves, and for others. We take on issues like land rights, climate change and discrimination against women. And we won't stop until every person on the planet can enjoy life free from poverty.

Oxfam GB is a member of international confederation of 21 organisations working together with partners and local communities in the areas of humanitarian, development and campaigning, in more than 90 countries.

Oxfam Purpose

To work with others to overcome poverty and suffering

Trading Purpose

To make as much money as possible to overcome poverty and suffering

About our Oxfam Shops

Open for business since 1948, Oxfam shops are at the heart of the charity and their community, raising vital funds and increasing public awareness of what we do. They are always guided by our values of empowerment, accountability and inclusiveness and focussed on making as much money as possible.

The Role of our Duty Managers

As an Oxfam Duty Manager in a one of our Superstores, you will be accountable for all aspects of operational management of a large format store approx. 15,000 sq. ft, driving the growth and development of your Store in line with our values and strategy. You will lead and empower a team of paid and volunteer colleagues to maximise income generation and deliver a positive customer and donor experience which brings to life Oxfam's brand.

Our Values and Commitment to Safeguarding

Oxfam is committed to preventing any type of unwanted behaviour at work including sexual harassment, exploitation and abuse, lack of integrity and financial misconduct; and promoting the welfare of children, young people and adults. Oxfam expects all staff and volunteers to share this commitment through our code of conduct. We place a high priority on ensuring that only those who share and demonstrate our values are recruited to work for us.

We are committed to ensuring diversity and gender equality within our organisation and encourage applicants from diverse backgrounds to apply.

Key Skills and Competencies required

- Experience of working in a large format stores or multi-sites, driving significant revenue across multiple products and large teams
- Experience of managing performance of others and enabling people to develop, grow and achieve their potential, including increasing diversity and inclusion in teams and / or workplaces
- Operational management with a focus on consistent delivery of standards and processes
- Ability to work with a wide range of diverse stakeholders, both consulting and collaborating to understand their needs
- Ability to translate and communicate change through effective communication skills.
- Ability to flex approach in response to changing operational needs.
- Effective time management and prioritisation
- Role model for own wellbeing
- IT literacy and numeracy across multiple platforms, including social media
- Ability to understand and interpret financial reports.
- Commercial awareness and judgement.
- Ability to understand and interpret basic financial reports

Please note that weekend working is required.

How to apply

As part of your online application, please upload your up to date CV and a covering letter explaining your suitability against the essential criteria in the job profile.

All offers of employment will be subject to satisfactory references and appropriate screening checks, which can include criminal records and terrorism finance checks. Oxfam GB takes its obligation to protect the rights of children and vulnerable people very seriously; therefore, the successful candidate for this post will be also subject to extensive background checking, including a Disclosure and Barring Service check (DBS), as this role involves unsupervised access to the above-mentioned groups.

For full information surrounding DBS and the vacancy, please view the full job description.

Please note that this role may close earlier than the advertised closing date if we receive a high volume of applications. We therefore encourage you to apply as soon as possible to avoid disappointment.

A thriving diverse Oxfam:

It's people power that brings about change. To play our part as a global organisation working to overcome poverty and inequality, we need equality, diversity and inclusion across our community of staff, partners and volunteers. Together, we're committed to becoming a more diverse workforce, better able to tackle the global challenges that face our world today.

To do that:

- We need to dismantle the unequal power structures that exist everywhere, this including Oxfam and the wider development and charity sectors.
- We need an inclusive Oxfam where everyone can bring who they are to our work and feels celebrated for the differences they bring.
- We want and need everyone, and that means we need you

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Early Bird

Duty Manager

8 June by GLL

GLL

£ £14.63 per hour

Woodstock, Oxfordshire

Contract, full-time or part-time

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Full job description

GLL is currently recruiting a Duty Manager to join our centre in Woodstock. If you have the skills and ambition to join us as a Duty Manager, there has never been a more exciting time to join us. This is more than a Duty Manager job, it's a career.

As a Duty Manager, you will be passionate about the leisure industry. A Duty Manager's role is highly varied; you could be doing anything from unlocking the leisure centre and setting up, to ordering supplies and checking everything is perfect for your customers. Then, once the day is in full swing, Duty Managers ensure it's all running as it should be – handling customer queries, managing your team, and ensuring the successful operation of the gym, and other facilities. Your own development is just as important, as we'll train you to sharpen your skills in this diverse Duty Manager role.

Duty Managers are fast-thinkers, calm under pressure, responsible, and natural with people from all walks of life; this is your chance to progress as a Duty Manager.

What you'll do:

- Maintain a good and positive image of the centre to customers and the public by providing a welcoming, helpful, and professional pools and operational service.
- Assist customers with the use of the facilities and activities and encourage maximum use of the Centre.
- Prepare areas and equipment for sessions as appropriate.
- Responsible for the efficient and effective control of the day-to-day operations and service of the centre, ensuring that security, general cleanliness, customer supervision, and equipment checks are maintained.
- Ensure all pool safety/operating procedures are in place.
- Maintain all 'good housekeeping' systems and assist management to effect improvement plans for energy conservation and resource maximisation.
- Supervise all staff on shift, effectively and efficiently allocating work and carrying out any other duties as required commensurate with the post's level of responsibility.
- Ensure all members of the team are effectively supervised and that all people management procedures are effectively operated within the team (e.g. recruitment, absence reporting, qualification maintenance, appraisals, discipline, etc).

What you need:

- A can-do attitude.
- Ability to maintain a good and positive image of the centre to customers and the public by providing a welcoming, helpful, and professional pools and operational service.
- Assist customers with the use of the facilities and activities and encourage maximum use of the Centre.
- Prepare areas and equipment for sessions as appropriate.
- Responsible for the efficient and effective control of the day-to-day operations and service of the centre, ensuring that security, general cleanliness, customer supervision, and equipment checks are maintained.
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- Maintain all 'good housekeeping' systems and assist management to effect improvement plans for energy conservation and resource maximisation.
- Supervise all staff on shift, effectively and efficiently allocating work and carrying out any other duties as required commensurate with the post's level of responsibility.
- Ensure all members of the team are effectively supervised and that all people management procedures are effectively operated within the team (e.g. recruitment, absence reporting, qualification maintenance, appraisals, discipline, etc).

As a leader within the leisure industry, we can also offer scope to progress your career and job variety like nowhere else.

As a charitable social enterprise and cooperative owned by our staff, GLL is a unique organisation for you to have a career with!

The basics:

- This is a Full time position. Hours of work will be negotiated with you in line with the needs of the service; flexible working may be possible. Working from home is not possible in this role.
- We are an accredited Living Wage employer with industry-leading rates of pay.
- We can offer a career, not just a job, with extensive Learning & Development support available.
- A uniform will be supplied and must be worn.
- GLL is Values Driven, not Profit Driven. We work hard to benefit the communities we operate in.
- As a staff-owned organisation, you will be given the opportunity to join the Society and have a stake in your business.

Additionally, GLL offers employees a range of employment benefits:

- Access to a pension scheme.
- Health Assurance and access to Counselling services.
- Access to the tax-efficient Ride to Work bicycle purchase scheme.
- Free annual eye tests.
- Discounted nationwide (over 200 centres) inclusive leisure centre membership for you and your partner. This includes GLL Extras!

GLL Society benefits (if you choose to join the Society after your probation period) include:

- The right to stand for the Society board and to vote for board members to represent you.
- Access to team building and fun events such as treks, concerts, outings, etc.
- Access to a range of benefits exclusive to our people – ask your line manager for details or check out the Intranet.

About GLL:

As the UK's largest leisure operator and charitable social enterprise, we offer a range of careers for everyone in our local communities. We manage over 400 facilities across England, Wales, and Northern Ireland, including public sport and leisure centres, elite sporting venues, libraries, and children's centres.

Our people are from the communities we serve and help us make real changes in their local area.

One of our core values is 'More than a Job', because working with us opens a wide range of possibilities and opportunities for you, starting with how you work with us. To make sure we are having a positive impact on our people, we also offer some flexible and part-time working options so you can make sure your new job works for you. Subject to vacancies, whether you are after a contractual commitment and a regular work schedule or the freedom of flexible hours, you may be able to choose an arrangement that works best for you and play your part in improving the health and wellbeing of your community.

We offer two different types of work arrangements:

- A permanent employment contract – part time and full time.

A flexible worker engagement by joining our flexible worker

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Posted by GLL

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- **Student Name: Florentina Tifachi**
- **Student Number: 2514649**
- **Module Code and Title: LCLM4005 Employability and Career Development**
- **Lecturer's Name: Konstantina Mari**
- **Assignment Title: Portfolio of written tasks**

Task 1 – Comparing Two Duty Manager Job Adverts

For this task, I decided to choose two adverts for Duty Manager positions. They are provided by Oxfam GB in Oxford and GLL in Woodstock. I selected these particular job posts as I would like to become a Duty Manager in the future. Though the companies are different, they require some common qualifications.

The first one is a retail store which is operated by a charity organisation. The manager has to control the daily activities of the store, lead the staff and volunteers, provide customers with satisfactory services and ensure that all goals are reached. Besides, the manager is required to be a good communicator, leader, have time management, IT, and some finance skills.

The second post is about a leisure centre where the manager has to supervise the staff, assist the customers, control adherence to health and safety requirements and ensure the proper operation of the centre. The manager should be able to cope with the pressure, organise the staff, solve various problems and provide satisfactory customer service.

Comparing these two advertisements, I can notice that the employers require similar skills.

Oxfam Duty Manager	GLL Duty Manager	Common Skills and Knowledge
Leadership and managing staff	Supervising and leading staff	Leadership
Customer and donor service	Customer service	Customer service
Effective communication	Effective communication	Communication skills
Managing daily store operations	Managing daily centre operations	Operational management
Time management and prioritising tasks	Organising daily work	Organisation and time management
Working with different stakeholders	Working well with customers and staff	Teamwork and interpersonal skills
Financial awareness	Following operational procedures	Problem-solving and decision-making

Moreover, a Duty Manager requires knowledge related to the processes of daily operations, customer care, team management and management of the staff. These skills are required to provide efficient work and satisfactory customer service.

Communication skills are very important for me as I believe that it is very important to communicate with customers, staff and senior management every day. Otherwise, misunderstandings of instructions can occur, and customers do not get satisfactory service.

I will apply my communication skills in various situations at my future job. In particular, I will provide my team members with information on tasks and their performance, listen to the complaints of the customers and try to find the best solutions for them. I would also like to encourage my team members by giving them feedback and support in case it is needed. Good communication improves cooperation and reduces problems. Moreover, customers get more satisfied services.

Reading both job advertisements, I understood that to be a Duty Manager means much more than just the supervision of the staff. It also includes the organisation, supporting people, problem-solving, and provision of the best services.

Task 2 – Self-Assessment

To become a good Duty Manager, I should analyse my personal strengths and weaknesses. SWOT analysis will allow me to evaluate my skills and experience and consider how they affect my future career. Furthermore, SWOT analysis will provide a clear picture of what I need to do in order to become a better manager.

SWOT Analysis

Strengths	Weaknesses
Good communication skills	Limited management experience
Good customer service skills	Public speaking confidence
Teamwork	Financial management knowledge
Responsible and reliable	Microsoft Excel skills
Good organisation and time management	Delegating tasks

Opportunities	Threats
University studies	Strong competition for management jobs
Management training courses	Candidates with more experience
Learning from experienced managers	Economic uncertainty

One of the key strengths is good communication skills. I like talking with people and providing customer service. I have gained this experience in my previous jobs and learned how to be polite, attentive and find solutions to existing problems. I think that good communication skills are among the most valuable for a Duty Manager, as managers communicate with their customers, employees and senior managers on a daily basis.

My other strength is my experience in customer service. I have been dealing with customers before, and I understand how important it is to provide them with good treatment. Even when customers complain, I try to stay cool and find a good solution to the problem, as I believe that satisfied customers bring success to any business.

Furthermore, I am a good team worker. I like supporting my colleagues and being ready to learn something new. Whenever the workplace becomes hectic, I stay organised and support my team. Teamwork is extremely important as all members should work together in order to achieve their aim.

Moreover, I am a responsible person and always try to come to work on time and perform my duties properly. Managers need employees that they can trust and, in my opinion, this is my positive quality.

Evidence of Readiness for Employability

I believe that I am ready to develop my career as I already have valuable experience and I am willing to learn more.

In university, I have done various assignments, reports and presentations. This experience helped me to develop my writing, researching, teamwork and time-management skills. I have learned how to work independently and meet deadlines.

Work experience helped me to develop customer service, communication, teamwork and problem-solving skills. I have worked in a hectic environment where I needed to be cool, organised, and help customers. Such experience helped me to become more confident.

Moreover, I receive positive feedback from managers and colleagues. They say that I am reliable, hard-working and willing to help others. I like learning new things and trying to improve my performance.

Task 3 – Employment Goals and Personal Development Plan

Now having conducted my SWOT analysis, I realised that although I have my strengths, there are still some weaknesses that I would like to work on. The weaknesses include limited experience in management, public speaking, finance and Microsoft Excel. For this reason, I have established some short-term and long-term career goals.

Short-term goals

My first short-term goal is to obtain more experience as a Duty Manager. This implies gaining knowledge and skills in such fields as decision-making, leading a team, and handling various situations in the workplace.

Another goal is to become more confident while presenting ideas in front of a large audience. I will be practising it in my university presentations and in my workplace team meetings.

Improving my Excel and finance skills is also my short-term goal since these skills are crucial in the role of the Duty Manager (one needs to prepare reports and handle budgets).

Long-term goals

My long-term goal is to become a Deputy General Manager and then General Manager in the hospitality industry. I like working with people, serving customers and helping my team. Thus, I believe these positions will require more responsibility from me and will give me further learning opportunities.

Moreover, my goal is to become a manager who creates a good work environment where people feel valued and motivated. From my point of view, a good manager is someone who listens to his/her team members and helps them to reach organisational goals.

The goals mentioned above are crucial for me since they correspond to my career path. Of course, I still need more experience, but I am ready to put much effort into it and continue learning. Each new experience is an opportunity to become a better manager in the future.

Personal Development Plan

Weakness	Action	Timeline	Resources	How I will measure my progress
Limited management experience	Ask for more responsibilities and learn from experienced managers	6 months	Manager support and workplace training	Positive feedback and more responsibilities
Public speaking	Practise presentations at university and speak more during team meetings	3 months	University classes and work	Feel more confident speaking to groups
Financial knowledge	Complete an online finance course	6 months	Online learning (LinkedIn Learning or Future Learn)	Understand reports and budgets better
Microsoft Excel skills	Practise Excel every week and complete an online course	2 months	Microsoft Learn or LinkedIn Learning	Create spreadsheets and reports without help

I am sure that the successful development of myself as a Duty Manager will take much time and effort. Nevertheless, I am very motivated to work and learn. The Personal Development Plan that I have established will help me to become a more confident person and be prepared for management roles in the future.

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