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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.
- 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).

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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Florentina Tifachi

Didcot, Oxfordshire

07541142330

Florentinatifachi99@gmail.com

Profile

A reliable, punctual and hardworking individual who can work alone unsupervised or with others in a team situation. Works responsibly and methodically with a proven ability to work towards and accomplish deadlines. Being flexible, adapts quickly to a variety of tasks within the workplace, meeting required standards. Seeking a new role to utilise existing skills whilst continuing to develop new ones.

Skills

- Communication: Ability to convey information clearly
- Organisation: Strong organisational skills to manage multiple tasks
- Flexibility: Adaptability to handle last-minute changes and diverse situations.
- Literacy and Numeracy
- Persistence and determination
- The ability to use my initiative
- Thorough with a good eye for detail
- Flexible and open to change
- Customer service skills
- Business management skills
- Able to carry out basic tasks on a computer or hand-held device

Employment History

Packer

Rowse Honey

April 2026-Present

- Honey Packer

Room Attendant

Courtyards Marriott

February 2025-Present

- Cleaning guest rooms and bathrooms
- Changing bed linen and towels

Supervisor Pizza Maker

Papa John's

October 2020-June 2024

- Making pizza
- Customer service

Picker

Tesco

January 2020-December 2020

- Picking products for the shop
- Methodical

Waiter /Bar Tikka Tikka Restaurant, September 2017-November 2019

- Customer service skills
- Cash handling

Education/Qualifications

- London UWTSD (October 2025 - September 2026)-Certificate in Higher Education: Business Skills for the Workplace

- Alison (January 2025) Diploma in Hospitality Management

Achievements & Interests

- Listening to music
- Maintaining a healthy and active lifestyle

References available on request

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Hiring Manager

GLL

Woodstock, Oxfordshire

13/07/2026

Dear Hiring Manager,

I wish to apply for the role of Duty Manager position at GLL in Woodstock, currently being advertised on Reed.co.uk.

Please find enclosed my CV for your consideration.

As you can see from my attached CV, I have over 8 years of experience in the hospitality and customer service industry, and I believe my communication, organisation and customer service skills make me the right/perfect candidate for the role.

In my current role as a Room Attendant at Courtyard by Marriott, I have been responsible for cleaning guests' rooms, maintaining high standards of cleanliness, working as part of a team and ensuring guests receive excellent service. I also work as a Honey packer at Rowse Honey, where I follow health and safety procedures and maintain high-quality standards. My previous role as a Supervisor at Papa John's helped me develop leadership, teamwork and customer service skills.

All of this, coupled with my enthusiasm and dedication, *good communication, teamwork, organisation and the ability to work under pressure*, has helped me become a reliable and hardworking employee.

I am confident that I can bring this level of success with me to your organisation and help GLL build upon their reputation as one of the UK's leading leisure organisations.

With my previous experience and expertise, I believe my contribution will have a positive impact on your team and help provide excellent customer service every day.

Thank you for considering my application. I look forward to hearing from you and discussing my application further.

Yours faithfully,

Florentina Tifachi