



Trilogy Mission

'Inspiring Active Lifestyles'

Job Description

Job Title:	Duty Manager Apprentice
Salary:	
Responsible To:	Centre Manager
Responsible For:	All Operational Staff

Trilogy Culture (Behaviours & Values)

- **One Trilogy Team** - Working together, respect, open & honest, positive communication.
- **Encourage Creativity** – Support innovation, try new ideas, adopt change.
- **Be Constructive** – Adopt a positive, can-do anything is possible mindset.
- **Deliver Excellence** – Provide the customer experience you want to receive.
- **Promote Wellbeing** – Self-care, support others, be active, work/life balance.
- **Embrace Diversity** – Champion equality, diversity & inclusion.

Trilogy Team Purpose

The purpose of every team member is to work together in a positive, creative fashion as one team to deliver the core values and company strategy. To adopt the behaviours and company culture to promote, encourage and achieve excellence as a Wellbeing organisation to improve the lives of people in our community.

Organisational Duties & Responsibilities

- Act in accordance with, and positively promote, Trilogy policies and procedures
- Work with your teams, to deliver the best possible customer experience
- Adopt and adhere to NLT Safeguarding Policy, Procedures and Practices
- Adopt all Health & Safety and all legal compliance in all areas of the business
- Influence, teach and support your colleagues to achieve excellence in all areas of customer service
- Communicate, feedback, and promote the company values.
- Work with the team to deliver the aims and objectives within the company strategy

Individual Duties & Responsibilities

- Daily supervision of the site, programmes of activities, staffing rotas, orders, maintaining the required standards of health & safety, cleaning, and security
- Work with Trilogy Team to ensure the best possible customer experience and customer satisfaction
- Drive membership sales, prioritise retention, and maximise commercial activity to achieve the greatest returns both social and financial
- Manage the Teams' and individuals' performance and progress, arrange and lead staff meetings, manage probation, and assist with recruitment and strive to achieve continuous improvement & excellence
- Manage facility checks and carry out basic maintenance and maintain building to a safe level – reactive and preventative
- Any other duties commensurate with the demands of the organisation

L3 Apprenticeship Demands

End-point assessment (EPA) tests the knowledge, skills, and behaviours that an apprentice has gained during their training. Unique to each standard, EPA demonstrates the competence of an apprentice in their role.

These assessments are undertaken by an impartial, external organisation which is chosen before the apprenticeship begins. The Employer makes the final decision about which EPAO is chosen, however many employers take guidance from their training provider on which organisation is the best fit for them.

Functional skills Maths and English are an essential part of every apprenticeship course. As part of the apprenticeship standard, apprentices are unable to sit their End Point Assessment without prior achievement of maths and English qualifications (GCSE grade 4/C or equivalent)

Off the job (OTJ) learning is a rule set by the ESFA which states that the apprentice should spend at least 6 hours per week of their apprenticeship learning and developing.

This apprenticeship will develop knowledge, skills, and behaviours in a range of areas, including:

- Business support
- Leisure facility management
- Front line people management
- Customer service
- Legal and compliance
- Financial responsibility

Apprenticeship Duration - 15 months learning - 18 months including the end point assessment.

L3 Qualification also includes.

- NPLQ
- Level 2 Certificate in Fitness
- Qualification Award in First Aid at Work
- Award in Managing Pool Operations

Job Demands

- Achieve and maintain RLSS National Pool Lifeguard Qualification
- Administering 1st aid

- Operating Pool Plant
- Lifting and carrying when setting up / down activities, taking deliveries
- Reactive maintenance basic repairs, changing lightbulbs
- Work on a shift roster, covering daytimes, evenings, weekends, and bank holidays.
- Respond to out of hours callout during unsociable hours
- Work the necessary flexible hours to meet the needs of the business
- Manage conflict and resolve problems within the team
- Deal with customers in a professional and positive manner
- Remain calm when dealing with emergency situations
- Be accessible to the whole team for support (as required)

Essential Attributes Required to Work for Trilogy

- Possess the culture, values, and behaviours of the company.
- Knowledge and experience in relation to the post
- Ability to learn, develop and accept challenge
- Constructive, open minded and a positive communicator
- A team player who want's others to succeed
- Ability to motivate self and team, delivering excellence through them
- Have personal drive, sense of purpose and self-motivation
- A flexible problem solver
- Dependability, conscientiousness, and persistence

Equality, Diversity & Inclusion

Diversity drives innovation and we are committed to promoting equality, embracing diversity, and enabling inclusion through positive Wellbeing experiences. Trilogy is committed to educating itself, its workforce, and its customers to celebrate Equality, Diversity, and Inclusion.