

Mardyke Arena UCC

Job Description

Job Title:	Duty Manager	
Department:	Operations	
Reports To:	Sr. Duty Manager	
Location:	Mardyke Arena UCC	
Position Type:	Part-time (20 hours) Full-time (39 hours)	Number of Positions: 1 Part-time 1 Full-time
Closing Date:	2 nd November	

The Mardyke Arena UCC is a premier €40 million, 11,000-square-meter indoor facility dedicated to sport, leisure, and recreation. The Arena was established to meet the sporting and wellness needs of UCC students, staff, alumni, and the wider public. Mardyke Arena UCC offers a comprehensive range of world-class facilities that rival the best in Ireland. With a growing international reputation for excellence, Mardyke Arena UCC plays a key role not only in health and wellbeing but also as a major employer in the region — supporting over 100 employees.

Job Summary:
The Duty Manager is responsible for the safe, effective, and professional day-to-day operation of Mardyke Arena UCC, ensuring a welcoming and high-quality experience for all members, customers, staff, and visitors. The role involves supervising staff, overseeing facility operations, maintaining high standards of customer service, health and safety, hygiene, and housekeeping, and ensuring compliance with all policies, procedures, and regulatory requirements. The Duty Manager is responsible for responding to customer and operational issues, conducting routine facility inspections, addressing safety, maintenance, and cleanliness concerns, and coordinating emergency responses. This includes managing incidents and evacuations, administering first aid where required, and ensuring the safety and wellbeing of all facility users and staff throughout their shift.

Key Responsibilities:
Operational Management • Oversee the daily operation of the fitness centre during assigned shifts. • Ensure all facilities, equipment, and services are operational and maintained to a high standard. • Conduct regular facility inspections and report maintenance issues promptly. • Open and close the facility according to established procedures.

- Ensure all operational policies and procedures are followed.
- Assist the Senior Duty Manager with operational KPIs.
- Contribute to continuous improvement initiatives.

Staff Supervision

- Supervise fitness instructors, lifeguards, reception staff, and other team members on duty.
- Allocate tasks and monitor staff performance during shifts.
- Provide guidance, support, and coaching to team members.
- Assist with staff training and induction programmes.
- Ensure adequate staffing levels are maintained.
- Support development of staff through ongoing training and performance evaluations.

Customer Service

- Deliver exceptional customer service and promote a positive member experience.
- Manage customer queries, feedback, complaints, and incidents professionally.
- Support member retention initiatives through engagement and service excellence.
- Promote programmes, memberships, and services offered by the fitness centre.
- Foster a welcoming and inclusive environment for all users of Mardyke Arena UCC.

Health & Safety

- Ensure compliance with all health and safety legislation and UCC policies, and procedures.
- Act as the designated responsible person on duty for emergency situations.
- Conduct regular safety checks and risk assessments.
- Respond appropriately to accidents, incidents, and emergency situations.
- Maintain accurate records of incidents, accidents, and corrective actions.
- Oversee the implementation of emergency procedures, including fire drills and first aid response.
- Train staff on health & safety protocols and ensure adherence to these standards.

Facility Standards

- Ensure cleanliness and presentation standards are maintained throughout the centre.
- Monitor gym equipment and arrange repairs where necessary.
- Ensure changing rooms, studios, reception, and public areas are maintained to a high standard.

Qualifications:

- Bachelor's degree in Sports Management, Business Administration or a related field.
- At least 5 years of experience in the sports, leisure or aquatics industry, including a minimum of 3 years supervising teams and facility operations.
- First aid certification and other relevant health & safety qualifications are desirable.
- Strong knowledge of health & safety regulations and best practices.

Key Skills & Competencies:
• Experience delivering high levels of customer service. • Experience managing health and safety requirements. • Strong leadership and people management skills. • Excellent communication and interpersonal abilities. • Strong problem-solving and decision-making skills. • Ability to remain calm under pressure. • Professional and customer-focused approach. • Reliable, responsible, and flexible. • Ability to lead and motivate a team effectively.

Requirements:
• Flexible working hours including evenings, weekends, and public holidays. • Requirement to work shifts and provide operational cover as needed.

At Mardyke Arena UCC, we believe that everyone should have the opportunity to thrive. We are committed to building a diverse and inclusive workforce that reflects the communities we serve. We actively encourage applications from people of all backgrounds and experiences and are dedicated to creating a workplace where every employee feels valued, respected, and supported to reach their full potential.

Application Process:

To be considered for this post please email your Cover Letter and CV to MardykeHR@ucc.ie prior to the closing date.

What we offer (subject to terms and conditions):

- 20 Days paid annual leave (pro-rata)
- Generous Company Pension Scheme
- Death in Service Benefit
- Discounted Health Insurance with Laya Healthcare (T&Cs apply)
- Employee Assistance Programme
- Membership of the Arena Facilities
- Ongoing Training and Career Development
- Staff Uniform Provided
- Staff Parking
- Exclusive Staff Discount Programme