

**Duty Manager, DCU Sport,
Full time, Three Years Fixed Term Contract
DCU SPORT**

DCU Sport proudly manages the award-winning sports facilities at Dublin City University (DCU). Overseeing the Sports Complex, Soccer Centre, Sports Campus, Sports Complex on St. Patrick's Campus, and Morton Stadium, we cater to staff, students, alumni, and the public. With a vibrant community of 5,000 members and a monthly footfall of 65,000, our award-winning facilities support numerous student clubs, elite teams, and individuals in their training endeavours. We are also the chosen venue for numerous national and international events. At DCU Sport, we are dedicated to creating an inclusive environment where people of all ages and abilities can reach their full potential.

THE ROLE

This role will be based at DCU Sport (inc. Sports Complex, Soccer Centre, Sports Campus, St. Patricks Sports Complex, Morton Stadium), Dublin City University, Glasnevin, Dublin 9.

The objective of this role is to ensure a strong management presence during all facility hours, driving seamless daily operations and elevating standards. The successful candidate will leverage their personal, educational, and experiential skills to inspire and lead our team. A comprehensive understanding of all business aspects—gym, pool, and event management—is essential. You will report into the Operations manager and the key responsibilities include:

- **Dynamic Leadership:** Motivate, supervise, and lead all on-duty staff to achieve excellence.
- **Policy Adherence:** Ensure strict compliance with all established policies and procedures.
- **Quality Management:** Assist in the implementation and oversight of our Quality Management System.
- **Facility Supervision:** Oversee the fitness centre and pool operations, including leading group fitness classes.
- **Operational Excellence:** Maintain daily operational readiness in health and safety, hygiene, and maintenance.
- **Flexibility:** Open and close the facility with a flexible schedule as per the roster.
- **Hygiene & Quality Standards:** Uphold and promote the highest standards of cleanliness and quality.

- **Customer Delight:** Deliver exceptional customer service, addressing complaints in a polite and professional manner, advising on member queries, and facilitating focus groups.
- **Supplier Management:** Ensure suppliers meet our high standards through effective management.
- **Front Desk Operations:** Handle reception duties, manage the membership database, and perform administrative tasks.
- **Business Support:** Contribute to achieving organisational goals by implementing the annual business plan and key performance indicators.
- **Financial Responsibility:** Reconcile cash accurately.
- **Membership Growth:** Support the Membership Manager in driving membership sales and retention.
- **Team Development:** Create a motivating environment with effective performance feedback and monthly staff training sessions.
- Any other duties, which may be assigned from time to time by the Operations Manager.

This role is designed to ensure our facility operates at peak performance, providing a superior experience for both staff and members while fostering a vibrant, goal-oriented atmosphere.

WHAT WE'RE LOOKING FOR

Professional Qualifications and Experience

- We're looking for a candidate with the 3rd level degree, preferably sports related or a candidate with a passion for all things sports and fitness with at least 5 years' experience in a fitness facility.
- You will be a hold a fitness Instructor Qualification, Lifeguard Certificate (NPLQ), and First Aid Responder Certificate.

Work Experience

- **Minimum:** 1 year in a similar position and REPS registered.

Personal Qualities

- We're on the hunt for an ambitious, motivated, and highly organised individual with a passion for sports and the fitness industry.

THE PACKAGE

As a DCU Sport team member we want you to carve a career in Sports & Fitness and thrive in the role. At DCU Sport we believe that happy customers derive from a happy team! We encourage personal and professional development and cultivate an inclusive culture where every voice matters.

- Our salary scale ranges from €32,770 – €39,770, salary is offered commensurate of experience.
- CPD Programme,
- You can avail of our gym facilities with your own gym membership as part of the package!
- As part of our commitment to a happy team and culture, we offer our team membership of the (EAP) Employee Assistance Programme which offers a range of support and services.

ESSENTIAL TRAINING

The successful candidate will be required to undertake essential compliance training – Data protections, Child Protection and Cyber Security as required by DCU Sport

HOW TO APPLY

If you're ready to make an impact and thrive in a vibrant environment, we want to hear from you! Please submit your CV to Gemma Dempsey, DCU Sport General Manager, gemma.dempsey@dcu.ie

Please note: This position is subject to Garda Vetting

At DCU Sport, we are committed to creating an inclusive and diverse workplace where every individual's culture and creativity are celebrated. We believe in the power of our team members' diverse backgrounds, abilities, and experiences to drive our collective success. Discrimination based on gender, marital status, family status, age, disability, sexual orientation, race, religion, or membership of the Travelling community has no place at DCU Sport.

Our goal is to ensure that every candidate has an accessible and positive experience throughout our hiring process. When you join DCU Sport, you become part of a dynamic community that values

Spoirt DCU
Ollscoil Chathair
Bhaile Átha Cliath,
Baile Átha Cliath 9
Éire

DCU Sport
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dcu.ie/dcusport



different perspectives, views, and personalities. We encourage you to bring your authentic self to work every day. If you require any accommodations during the application or employment process, please reach out to gemma.dempsey@dcu.ie. Your comfort and success are important to us.