



# TRURO SCHOOL

NURSERY | PREP | SENIOR | SIXTH



## **Information for Candidates**

### **Duty Manager**

Commence end of August 2024

Full Time / Permanent / All Year Round

Truro School, Trennick Lane, Truro, TR1 1TH  
[www.truroschoo.com](http://www.truroschoo.com), [recruitment@truroschoo.com](mailto:recruitment@truroschoo.com)

Established in 1880, Truro School is Cornwall's leading independent schools for girls and boys aged 3 to 18

## From Kieran Topping Chief Operating Officer



Dear Candidate,

Thank you for your interest in the role of Duty Manager here at Truro School.

Our School is steeped in 140 years of history, and is Cornwall's leading coeducational independent school for children aged 3-18. We are situated over two campuses. The Senior School educates around 840 pupils and is set within 40 acres of sports fields and open spaces overlooking Truro and its iconic Cathedral. The Prep School educates around 300 pupils and is located next to the Royal Cornwall Hospital. We have superb facilities and resources at both sites that support our forward-looking educational ambitions.

Our Cornish setting allows us the privilege of working in a thriving city surrounded by beautiful rural and coastal opportunities. Our educational philosophy is to promote inclusive excellence, academically, pastorally and via a vibrant co-curriculum, for all who join our school.

Underpinned by a welcoming and liberal Methodist ethos, we champion the values of curiosity, courage, creativity, compassion and confidence in all we do. We want all our pupils to be and to become the very best of themselves, embracing the richness of a broad and forward-thinking education. We want our staff to be excited by what we are able to provide for the children under our care.

We are an "excellent"<sup>1</sup> co-educational school that is large enough to offer many diverse and exciting opportunities, but small enough to know our children and families well. We champion an ambitious, broad and balanced education, and we hope that everybody who joins us will feel an important part of this flourishing community.

For a flavour of life here at Truro School please look at our website [www.truroschoo.com](http://www.truroschoo.com) and view our virtual tour, where you will see and hear from staff and pupils, and find a glimpse of who we are and where we work.

A handwritten signature in blue ink, appearing to read 'Kieran Topping'.

Kieran Topping

Business Director

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<sup>1</sup> As judged by ISI in 2017 at both our Senior and Prep Schools

# Job Description: Duty Manager

## ACCOUNTABLE TO:

Sports Centre Manager

## GRADE:

NT3 on the Truro School OPS Salary Scales

## CORE PURPOSE:

The Duty Manager will support the Sports Centre Manager in the effective operation of the sporting provision within the Sir Ben Ainslie Sports Centre with particular focus on the operation of sports facilities, swimming pool and community membership and enquiry administration.

The specific duties of this Duty Manager role include responsibility for writing and reviewing the Sports Centre Risk Assessments, the management of the fitness suite and swimming pool along with the promotion and growth of the centre's membership numbers.

## KEY TASKS AND RESPONSIBILITIES:

### Building and Equipment

- Ensure the facilities are opened, closed and secured as determined by the operational programme and in an emergency, supervise the clearing of the building
- Control admissions to the sports facilities and ensuring that customers/pupils observe the procedures of the centre
- Ensure all Health and Safety procedures are followed
- Aware of COSHH, RIDDOR, accident reporting and all aspects of health and safety relevant to Duty Officer duties
- Write and review Health & Safety risk assessment documents, ensuring that the information is up-to-date
- Support Sports Centre Manager in ensuring all facilities are safe, clean and well maintained
- Complete all maintenance and cleaning duties as detailed on operations schedules
- Responsible for ensuring the sports equipment is maintained to the highest standards, including Fitness Suite / Dance Studio Equipment
- Responsible for ensuring that the sports centre complex and equipment is maintained at the highest standard, liaising with outside companies and the Estates Department to achieve this
- Preparation of sports equipment including setting-up, issue and recovery of equipment as required for the activity

### Fitness Suite

- Organise an appropriate range of fitness activities and programmes within the gym
- Maintain fitness equipment in conjunction with the maintenance team and gym maintenance specialists
- Ensure customer service standards are maintained by organising cleaning rotas
- Assist the Sports Centre Manager in the promotion and marketing of the gym
- Training and supervision of new Fitness Instructors
- Deliver inductions to new gym users

## **Swimming Pool**

- Ensure the swimming pools are appropriately maintained and managed
- Oversee the set up of the facility and available for school and community bookings
- Work with the Sports Centre Manager to offer a programme of activities to maximise the use and income at both swimming pools
- Work with a clear understanding of HSG179 and complete pool records
- Ensure all compliance with H&S requirements, including taking water samples for quality testing.
- Manage the pool plant to ensure appropriate dosing of the pool to maintain water quality and have a thorough understanding of COSHH regulations
- Ensure routine maintenance checks and inspections of plant, machinery and equipment within the swimming pool facilities are carried out (by others, where appropriate). Working closely with the Estates Manager to achieve this.

## **Staffing**

- Be the person of responsibility for both the Sir Ben Ainslie Sports Centre and swimming pool when on shift.
- Liaise with the team on shift, co-ordinating and delegating tasks as required
- Cover pool and reception staff breaks as required
- Work alongside the other Duty Managers and be the point of responsibility to cover shifts and co-ordinate cover for other Duty Managers as required

## **School and Community Use**

- Ensure the facilities are set-up and available for school and community bookings
- Promote and encourage the use of facilities and services ensuring the highest standards of customer relations are maintained
- Work within the team ensuring that the programme of activities runs smoothly
- Operate the Management Software System, ensuring the daily programmes of activities are followed
- Supervise customers, offering the highest standards of tuition and customer care

## **Finance and IT**

- Undertake administrative and reception duties relating to programming, taking bookings and issuing tickets and receipts for cash handling when required.

## **Other General Duties**

- Ensure all tasks are completed within the required timeframes.
  - Attend Lifeguard training.
  - Attend to injuries and incidents, providing First Aid where necessary, including liaising with the Duty Caretaker, emergency services and the completion of relevant reports
  - Attend training courses and follow Continuous Professional Development training as required in order to fulfil the role
  - Carry out duties commensurate with your role, as requested by the Sports Centre Manager
- Assist the Sports Centre Manager in updating social media and the website when

## **PERSON SPECIFICATION:**

### **Essential Criteria**

- Emergency First Aid or higher
- Strong administration/IT skills
- Knowledge of CPR and emergency medical procedures
- RLSS Lifeguard qualification (training can be provided)
- Pool Plant qualification (training can be provided)
- Ability to follow routine verbal and written instructions



- Ability to travel in order to undertake the duties of the role (postholder may be required to work at both school sites in Truro)
- Sensitivity to the Methodist ethos of the School

#### **Desirable**

- Hold a sport related coaching qualification, ideally to level 2
- Fitness Instructor to level 2
- RLSS Pool lifeguard trainer/assessor
- Current Health and Safety qualification e.g. IOSH Managing safely
- Relevant sales and customer experience
- Social media experience
- Knowledge of customer service standards and procedures

#### **ADDITIONAL**

- Truro School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment and behave accordingly. Although there is no direct responsibility for children, the role will involve daily contact with pupils
- This Job Description sets out current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed.

*Truro School is committed to safeguarding and promoting the welfare of children and applicants must be willing to undergo child protection screening including checks with past employers and a Disclosure and Barring Service check.  
We embrace diversity and promote equality of opportunity. We welcome applications from all sections of the community.*



## Our Motto

Esse Quam Videri, meaning 'to be, rather than to seem to be.'

Founded by Methodists in Cornwall in 1880 our School is a welcoming community in which children and adults can flourish, thrive and be happy. They enjoy being and becoming the very best of themselves.

## Our Values

From nursery through to Sixth Form, the values our community nurtures are:

- **Curiosity** to always want to discover and learn more, academically and more widely too.
- **Confidence** to build resilience by learning from both successes and failures alike.
- **Compassion** to understand and champion the needs of others, in our community and beyond.
- **Creativity** to be imaginative in how we express ourselves and approach new challenges.
- **Courage** to enjoy becoming the very best of who we are, with integrity and ambition.

## Our Ambition

To be a community of inclusion and excellence delivering the best educational journey in the South-West.

Our community and its culture reflect our Methodist foundation and our ongoing evolution in an inspiring Cornish setting. In an ever-changing world, we support and challenge young people to thrive – personally, spiritually, academically, socially, and physically. We value our pupils in the diversity of their identities, beliefs, abilities, talents, interests, backgrounds, and needs. The happiness, energy and wellbeing of our community shapes and inspires who we are and who we can become.

## Academic Life

Many of our pupils at Truro School celebrate exceptional results as they prepare to move on to the next stage of their lives, education and career. Our Upper Sixth pupils enjoy places at some of the best universities in the world including Oxford, Cambridge, and a range of Russell group universities.

49% of GCSE and iGCSE grades in 2023 awarded were 9-7 (or A\*/A), with just under 17% at grade 9.

In the same year, we were pleased to report 43% of A-Levels were graded A\*/A. Furthermore, 67% of all A-Level grades were graded at A\*-B.

Further information can be found here: [www.truroschoo.com/senior-school/academic/results](http://www.truroschoo.com/senior-school/academic/results)

## The Co-Curriculum

We believe that a rich co-curricular life is a key ingredient of an excellent education. Whilst having fun, participating in a wide range of activities, without academic pressures, pupils broaden their horizons and learn a new skill or extend existing skills. This develops confidence, self-esteem, teamwork and independent-thinking, communication skills and social development across all year groups.

## Sport

Truro School has an enviable reputation for the high quality of its sporting provision. Several teams compete nationally and the School hosts elite sportspeople in the fields of windsurfing, fencing and sailing to name but a few. All abilities are welcome and every pupil is encouraged to participate and enjoy a healthy lifestyle.



## Music

Truro School is one of the most busy and vibrant music departments in the country and is home to the Truro Cathedral choristers. We host over 60 concerts each year involving ensembles, choirs and bands. Tuition is available for numerous instruments. Over a third of our school undertake instrumental or vocal lessons each week from 30 of the county's top specialist teachers.

## Drama

Truro School is renowned for the quality of its drama productions which are held in our Burrell Theatre. The school runs a number of major productions throughout the year including an annual whole school play or musical, an annual sixth form drama project (including performing at the Edinburgh Fringe Festival every two years) and the junior play in the summer term.

## Cornwall

Truro School is located in the county of Cornwall, in south west England. It is surrounded almost exclusively by water which makes it ideal for those who love to spend their downtime at the beach, surfing, sailing, windsurfing or just enjoying a coastal walk. With the nearest beach only a 15-20 minute drive either north or south from Truro School, it is most certainly a life style choice of many. Take a look at [www.visitcornwall.com](http://www.visitcornwall.com) for more information about how to get here, where to stay and what's on.



## TERMS OF APPOINTMENT

If you are appointed to the role, a formal offer will first be made verbally and then followed up with an offer letter and contract of employment. The following are for guidance and may or may not be available at the time of offer. Benefits are subject to change from time to time.

- Competitive salary based on the Truro School Salary Scales
- Pension scheme
- Lunch provided
- Free membership of the Sir Ben Ainslie Sports Centre and pool facilities
- Free weekly fitness classes for staff only
- Access to a wide range of books, magazines and DVDs through the School library
- Free parking
- Free fruit, tea, coffee and use of espresso machine
- Discounted school fees
- Employee Assistance Program
- Cycle to Work scheme
- Employee benefits platform
- Continued Professional Development and training possibilities.

### Terms of Employment

This role is a permanent, full-time position working 37.5 hours per week, all year round. The shifts will be scheduled in advance, and are normally Monday-Friday 0615-1415, and will occasionally involve some cover work on evenings and weekends.

### Salary

The role is graded as NT3 on the Truro School OPS Salary scales and is between £24,620 – £28,630pa, dependant on qualifications and experience.

### Pension Scheme

Truro School complies with its legal obligations to provide access to a pension scheme. Non-teaching staff have a pension via the Pensions Trust whereby the School double-matches an employee's contribution, up to an employee contribution of 5%. So, where an individual contributes 5% to the Pensions Trust, and the School will make a 10% contribution.

### Employee Assistance Program/Employee Benefits Platform

Truro School utilises Care First as our EAP provider so all employees have access to a 24/7 helpline and website support. In addition, this platform gives to access hundreds of discounts, offers and savings from high street retailers to holidays, Marks & Spencer to Bloom & Wild.

### Other Employment Checks

The offer of employment will be conditional upon satisfactory receipt of the following;

1. Proof of right to work in the UK
2. Enhanced criminal background check (DBS) & Barred List check
3. Two satisfactory references
4. Evidence of qualifications held
5. Overseas criminal record check (if you have resided or worked out of the UK in the past 3 years)
6. TRA and section 128 check (if applicable)
7. Fit to Work Questionnaire
8. Acceptable self-disclosure form





## APPLICATION PROCESS

To apply for this position, you will need to complete and submit a formal application using our Truro School application form. We are unable to accept any CVs. This should be emailed to [recruitment@truroschool.com](mailto:recruitment@truroschool.com) or mailed to the School address.

Through the submission of your application form you should demonstrate your qualifications, skill, and experience in relation to the role you are applying for. This information will be assessed against the requirements detailed in the job description.

Once the closing date for applications has been reached we will shortlist applicants and you will be contacted in order to either be invited to interview or to be notified that you have not been successful this time. Our shortlisting process utilises anonymised application form in order to avoid any bias. If you are called for interview you will be asked to provide your right to work in the UK evidence, complete a self-disclosure form and a provide a copy of your qualifications. Additional selection methods such as a presentation or activities/tasks may be used and you will be notified in advance if that is the case.

References may be taken up prior to interview.

All applicants must be prepared to have a Disclosure and Barring Service (DBS) check and undergo any other appropriate child protection screening including checks with past employers.

The post for which you have applied is exempt from Section 4 (2) of the Rehabilitation of Offenders Act 1974 by virtue of the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975, amended 2013. If you are shortlisted and invited to interview, you must declare any relevant warnings, reprimands, cautions and/or convictions by completing a self- disclosure form prior to interview. Any positive disclosure will be discussed at interview.

Any information given will be treated in strict confidence and will be considered only in relation to your application for this post. Truro School does not discriminate against candidates with irrelevant criminal convictions. For further information on which offences should be disclosed please visit:

<http://hub.unlock.org.uk/wp-content/uploads/What-will-be-filtered-by-the-DBS.pdf>

and/or view the flowchart on our employment webpage.

Candidates who have a disability or any other special requirement should let the school know so that reasonable adjustments can be made during the recruitment process.

You should be aware that provision of false information is an offence and could result in the application being rejected or summary dismissal if the applicant has been selected and possible referral to the police and/or Department for Education.

**We look forward to receiving your application.**

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