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Role Title:	Duty Manager
Reports to:	Operations/Site Manager
Date:	Summer Season 2026
Salary:	From £15 to £16.20 per hour. Dependent upon experience.
Hours:	Part-time hours. (Circa 25 hours a week, agreed to suit individual needs)

If you are someone who can stay calm under pressure, take the lead when needed, and enjoy helping people have a great day outdoors, this role could be a brilliant fit.

This is a hands-on leadership role in a high energy, outdoor setting where every day feels different.

We welcome applicants with Aqua Park experience, but we're equally keen to hear from people from a wide range of backgrounds. If you have strong judgement and thrive in an active fast paced environment, we'd love to hear from you.

The Aqua Park will be open from May to September 2026. There are shifts available before the park opens and after it closes, to assist with set up and to pack-down.

Mandatory training is given to all our employees before we open to our customers.

**What you will be doing:**

- Be the first point of call for employees and customers, resolving day to day issues quickly and professionally.
- Spend around 50% of your time in reception, using a computer to complete tasks and jumping onto tills at busy times to keep queues low.
- Lead and supervise the Visitor Experience Hosts and Sales Advisers, ensuring guests receive a warm welcome and are offered the products that best suit their visit.
- Oversee the Lifeguarding team, ensuring that customer safety is always top priority and that all employees follow our safety procedures. (NOP & EAP)
- Delivering on-the-spot coaching to team members, giving immediate feedback and escalating any issues to the Manager.
- Ensure all employees clock in and clock out, as scheduled, and shifts run smoothly.
- Carry out and record equipment and facilities inspections, supporting safe and clean site operations.

- Oversee First Aid procedures, ensuring forms are accurately completed, and supplies remain well stocked.
- Assist the Manager during emergencies, helping to coordinate the team in line with our Emergency Action Plans.
- Provide short periods of Lifeguard cover, if required, to keep the Aqua Park running smoothly.
- Act as a key holder, opening up and closing the site as part of an agreed rota, (including some early starts and some late finishes)
- Offer some flexibility to help cover manager/duty manager absence when needed.

### **Training & Development:**

- Complete company specific online modules and structured practical training with the management team.
- Meet training milestones set by the Site Manager and Sites Director.
- Deliver bite-size training sessions to Aqua Park employees once signed off.

### **We would like to hear from you if:**

- You might be studying (i.e. to become a paramedic, teacher, coach, or physio), or have work relevant experience as an outdoor instructor, youth worker, programme leader, lifeguard, hospitality duty manager, or warehouse shift leader.
- You enjoy being outdoors and bring positive energy to active environments.
- You've supervised others or led small teams - formally or informally.
- You have experience in visitor/guest experience, or sales roles.
- You can communicate confidently, use good judgement and stay calm under pressure.
- You are comfortable working with booking systems and similar digital tools.
- You are confident in the water and can swim 400 metres, prepared to undertake a Lifeguard qualification.
- Either hold a First Aid at Work qualification, or be prepared to gain it.
- If you have good availability across the season - we can accommodate a planned holiday, and odd days off, but we're looking for team members who can commit to good availability throughout the summer period.
- Open to occasional travel to other sites, at the beginning and end of season.

### **Perks & Benefits:**

- Incentive scheme
- Employee social events
- Shopping Vouchers
- Discounts on watersports apparel

- Free Aqua Park sessions for family and friends
- Free car parking
- Uniform provided

**Other Information:**

- You will need to undergo a DBS check before you can start work.

If you want to find out more, there is lots of information, photos, videos and testimonials on our company website.

Please see: <https://www.aquaparkgroup.co.uk/careers/>