



# RECRUITMENT PACK

DUTY MANAGER - MYACTIVE LEEK



[myactive.uk/Careers](https://myactive.uk/Careers)



## A MESSAGE FROM OUR MANAGING DIRECTOR

Thank you for your interest in joining MyActive in what can only be described as a career-defining opportunity to become the General Manager of MyActive Leek.



### About MyActive

Established in October 2024, by Staffordshire Moorlands District Council together with its strategic alliance partner, High Peak Borough Council, we are a community focused, active wellbeing company established with a purpose of helping local people to move more.

We have the privilege of operating a wide range of facilities and services across the Staffordshire Moorlands and High Peak areas, in the attractive market towns of Cheadle, Biddulph, Buxton, New Mills and Glossop. Our life changing services also reach out to communities, collaborating with local systems and partners to help tackle inequality, long term health conditions and isolation.

This exciting opportunity in Leek offers the chance to lead what is essentially a brand-new facility from day one, preparing for its opening, assembling a new team, creating engaging, life-changing experiences and building a high performing culture which has people and community impact at its heart.

Our future is bright; together with our Council partners, we are investing in our people and facilities, which makes this a perfect time for you to join us.



**Rob Wilks**

# MyActive

## ABOUT MYACTIVE LEEK



MyActive Leek sits within the beautiful green space of Brough Park, in the heart of the Staffordshire Moorlands. Designed not just as a leisure centre, but as a welcoming anchor for the whole community; a place that supports people to move more, feel better and live healthier lives day to day.

The transformation of MyActive Leek, led by Staffordshire Moorlands District Council, is one of the most ambitious projects in our journey towards modern, inclusive active wellbeing service. The £17 million project has been funded by £10.8m from the UK Government, £3m from the Council, £1.8m from Sport England and over £1.1m from Salix for decarbonisation measures.

When it opens in Summer 2026, MyActive Leek will offer a thoughtfully designed indoor and outdoor spaces which encourage movement, fun, prevention, rehabilitation, community connection and friendship. The facility will include:

- 25m main pool and separate teaching pool
- Extended fitness suite and group exercise studios
- Adventure soft play with party area
- Active wellbeing suite to support new to exercise or health-based referral programmes
- Spaces that enable family activity, inclusive programming and partnerships with local health, education and community organisations
- A centre layout that puts accessibility, comfort and member experience at the heart of every visit





## DUTY MANAGER

### About the role

As a key team member, you will provide front-line leadership during shifts, acting as keyholder and main point of contact to ensure safe, compliant and customer focused operations.

You'll help deliver high quality experiences, promoting physical activity to support health and wellbeing in the community, while working collaboratively with customers, colleagues and partners to uphold MyActive's values and purpose.

A National Pool Lifeguard Qualification and Pool Plant Operators Certificate are required, but training can be provided for the right candidate.

### Location

MyActive Leek

### Salary

£28,000

Reports to  
General Manager

### What you'll be doing

- Act as shift lead and keyholder, ensuring the site runs safely, compliantly and efficiently each day
- Oversee daily operations, including opening/closing, site presentation, hygiene and customer readiness
- Take responsibility for health and safety, conducting routine inspections and reporting defects promptly
- Act as the first point of escalation for incidents, safeguarding concerns and emergencies
- Lead emergency responses (e.g. fire evacuations, first aid) until senior management takes over
- Manage financial duties such as till reconciliations and maintaining accurate records
- Deliver excellent customer service and support a high quality customer journey
- Work with the team to maximise sales opportunities and achieve conversion targets
- Lead, supervise and support shift teams, providing coaching and on the job guidance
- Support the General Manager in maintaining performance standards and addressing conduct issues
- Remain flexible, stepping into operational roles where needed
- Contribute specialist knowledge (e.g. HR, Fitness, Sales, Health & Safety, Hospitality & Retail) to support centre operations

View the full job description and person specification and apply here:

[myactive.uk/Careers](https://myactive.uk/Careers)



## About you

The ideal candidate is a confident and reliable leader who remains an excellent communicator, particularly when managing a team and staying calm under pressure during busy operational periods.

This role requires a strong commitment to safety, compliance, and attention to detail, alongside exceptional organisational skills to prioritise tasks and meet deadlines. Crucially, the Duty Manager must be customer focused, friendly and solution oriented, capable of acting as a professional ambassador for MyActive at all times while exercising confidentiality, discretion, and sensitivity.

They must be flexible, possess the ability to develop and maintain strong working relationships, and champion the organisational culture and values, promoting diversity and inclusion with a commitment to continual professional development.

## Why join MyActive?

At MyActive, we believe in the power of movement to transform lives. We're proud to deliver services that go beyond fitness. We are passionate about tackling health inequalities, building community connections, and supporting wellbeing for everyone.

You'll also benefit from:

- Access to our MyActive facilities
- Ongoing professional development and training
- Opportunities to contribute to regional wellbeing initiatives
- A supportive and collaborative workplace culture

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