



RECRUITMENT PACK

RELIEF DUTY MANAGER - MYACTIVE LEEK



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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





RELIEF DUTY MANAGER

About the role

The Relief Duty Manager provides front line leadership and keyholder responsibility during shifts, ensuring safe, compliant and customer focused operations. Working as part of a “One Team” approach, you will deliver excellent customer experiences that promote health and wellbeing through physical activity and help address health inequity.

You will collaborate with customers, colleagues, and partners to position MyActive as the local provider of choice, while upholding its values, purpose and behaviours.

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

£27,019

Reports to
General Manager

What you'll be doing

- Act as shift lead and main keyholder, providing front line operational leadership
- Ensure the leisure centre operates safely, compliantly and efficiently
- Oversee opening and closing procedures
- Maintain high standards of presentation, cleanliness and hygiene
- Manage day-to-day operations and escalate issues as required
- Ensure compliance with health and safety, safeguarding and emergency procedures
- Lead immediate responses to incidents (e.g. fire evacuations, first aid) until relieved by senior staff or emergency services
- Coordinate operational staff on shift, including rotas, briefings and communication
- Support a high performance team culture through leadership and guidance
- Deliver excellent customer service and enhance the customer journey
- Handle enquiries and complaints professionally and effectively
- Motivate and support customer facing teams
- Complete financial duties such as till reconciliations
- Report maintenance issues and operational needs
- Complete accurate handover reports and daily records
- Provide flexibility to work across all operational areas, including reception and lifeguarding
- Support cover at other sites when required
- Act as an ambassador for MyActive, promoting values, Code of Conduct, safeguarding and diversity

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

myactive.uk/Careers



About you

The ideal candidate should be a confident, solution oriented leader and an excellent communicator, highly capable of managing operational teams and maintaining composure under pressure.

Bring a strong commitment to safety, compliance, and attention to detail, ensuring smooth and professional site operations. You are customer-focused, with strong organisational skills that enable you to prioritise tasks effectively and meet deadlines, while maintaining confidentiality and sensitivity at all times.

You are reliable, flexible and committed to acting as a professional ambassador for MyActive, championing its values, culture and commitment to diversity, inclusion and the promotion of health and wellbeing.

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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