

Sports Complex Duty Manager

August 2026



Welcome

Thank you for your interest in Haileybury. This is an exciting opportunity to join a highly successful school which is moving forward with confidence and a real sense of purpose. Haileybury was last year chosen as the 'Boarding School of the Year' by TES and, in 2023, was announced as the UK's best fully co- educational IB school.

Haileybury is a dynamic, outward-looking and future oriented school. We want our pupils to leave school with the values, skills and credentials they will need to thrive. We want our provision to be 21st Century relevant. We have recently completed a world class STEM facility, which allows our pupils to take part in research projects no other UK school can offer, and only a handful of other schools around the world can provide. Our attention is now turning to our next set of ambitious ventures.

We are ambitious and we pursue excellence, but Haileybury's success is built on the strength of each person's commitment to doing the very best they can for our school. If you feel excited by the prospect of being a member of a dynamic and successful team, then we would welcome your application.

Eugene du Toit
The Master



The School

Haileybury is a co-educational boarding and day school for pupils aged 11-18. There are currently over 900 pupils at the School. Demand for places and pupil numbers has increased dramatically in recent years.

The Haileybury of today enjoys an excellent worldwide and national reputation. This reputation is primarily based on the very high standard of education that is provided at the School. This was reflected in the report written by the ISI Inspection team who visited the School in October 2025. The report gives a clear picture of a progressive, ambitious school which offers its pupils the very best all-round education. A copy of the report can be viewed [here](#).

Haileybury is a dynamic, outward-looking and future-oriented school. It aims to provide high academic achievement, outstanding pastoral care and a rich and varied co-curricular programme; we want our pupils to leave school as confident, rounded and ambitious individuals. As a large, diverse community, the fundamental values of service, empathy and respect are essential. Pupil voice is important and there are many opportunities for pupils to express their opinions, including an active Pupil Senate. The team of teaching and operations staff are dedicated and highly professional.

Haileybury comprises a dedicated Lower School (Years 7 and 8), a Middle School for Years 9-11 and a Sixth Form of around 360 pupils. All senior pupils are boarders or day pupils in one of the 12 senior Houses. There is also a junior boarding House and a junior day House. The Houses are set within the extensive campus grounds, and most of the teachers are also accommodated within 5 minutes walk of the School. The sense of community at the School is especially strong.

Haileybury has a vibrant academic culture. Its curriculum model is distinct and in the Sixth Form pupils have the choice of following the International Baccalaureate Diploma Programme (IBDP) or A levels. The most popular UK university destinations include Oxbridge and the Russell Group; Haileybury's pupils also achieve places at top North American and European universities.



The role

Haileybury is seeking to appoint an exceptional Duty Manager to join our Sports Complex team, playing a key role in the day-to-day operation of our outstanding sports facilities.

The Sports Complex is a multi-purpose facility within Haileybury, featuring extensive wet and dry side activity areas. It delivers a wide range of services to pupils and staff, as well as to members of the local community.

Reporting to the Sports Complex Manager, you will ensure the highest standards of customer service and operational excellence are maintained at all times. All duties must align with the complex's operating procedures, emergency action plans, health and safety policies, and working instructions.

This is a permanent, full-time position requiring 40 hours per week, worked on a rota basis. Operating within a vibrant 24/7 boarding school environment requires a high degree of flexibility. As the sports complex is extensively used by pupils and external customers during weekends, the role routinely involves early morning, evening, weekend, and bank holiday shifts. Candidates must therefore be able to adapt their working hours to meet the operational needs of the school.



Responsibilities

Key Operational Duties

- Whilst on duty, have accountability for the health, safety, and welfare of pupils, staff, and visitors utilising the Sports Complex.
- Oversee day-to-day operations, ensuring seamless service delivery across all wet and dry facilities.
- Maintain the highest standards of cleanliness and maintenance across all areas of the complex.
- Act as a primary key holder, participating in an emergency call-out rota as required.
- Collaborate flexibly with the Physical Education department to support the smooth running of Haileybury pupils' sporting activities.
- Deliver effective on-the-job training and inductions to all shift staff to ensure full operational compliance.
- Conduct regular facility monitoring to ensure agreed tasks are completed to the specified standard.
- Manage the safe, clean, and operational condition of all sports equipment, reporting defects promptly in line with operating procedures.
- Execute regular pool water testing, taking immediate corrective action to resolve any water quality issues to protect swimmers and visitors.
- Thorough knowledge of the Health and Safety at Work Act 1974 and all associated legislation (including COSHH, Risk Assessments, PPE, PSOPs, and Manual Handling).
- Maintain an up-to-date working knowledge of Health and Safety in Swimming Pools (HSG179) guidelines and evolving statutory regulations.
- Perform regular security patrols to protect the facility and maintain a highly visible, supportive staff presence during every shift.
- Provide clear direction and supervision to Full-Time Leisure Operators, Leisure Assistants, Casual Lifeguards, and Swimming Teachers.
- Deliver high-quality swimming lessons or instruct other activities where qualified, including providing emergency shift cover for absent instructors.
- Provide lifeguard coverage on poolside as required to maintain safe bather ratios.

Specific Responsibilities

- Support the growth and performance of the Swim Academy, assisting with administrative duties as required.
- Develop allocated activity areas to maximise revenue generation opportunities during commercial letting periods, in accordance with facility protocols.
- Assist in drafting financial reports to the Sports Complex Manager regarding your allocated areas, including usage statistics and debtor schedules.
- Coordinate venue reservations in accordance with agreed terms and conditions of hire, meeting collaborative targets set by management.
- Play a key role in the recruitment, selection, induction, and performance management of all contracted personnel.
- Draft analytical reports on operational issues upon request to help shape the strategic direction of the Sports Complex.
- Plan, implement, and review equipment procurement requests in collaboration with the Physical Education department.
- Assess staff training and development needs in line with business objectives, presenting formal recommendations to senior management.
- Assist with the delivery of special events and initiatives aimed at member retention and facility development.
- Liaise with the Sports Complex Manager to propose innovative programming ideas and facility enhancements.



Responsibilities

Reception & Front of House Duties

- Execute professional reception duties, efficiently navigating the computerised till and booking system.
- Verify commercial bookings and events via the computerised system, ensuring all facilities are correctly configured and set up well in advance.
- Complete end-of-shift financial reconciliations accurately, reporting any irregularities immediately to the Sports Complex Manager.
- Manage and maintain the Sports Complex social media channels, ensuring accuracy to boost digital marketing engagement.

General Duties & Compliance

- Establish and maintain effective communication and positive working relationships with colleagues, school personnel, and commercial customers.
- Adhere to safe working practices at all times to protect yourself and others, immediately rectifying hazards or reporting them to your Line Manager or the School Health and Safety Manager.
- Utilise standard software packages (including Microsoft Office, Google Workspace spreadsheets, and databases) to complete administrative tasks efficiently.
- Commit to ongoing professional development to ensure skills remain modern, compliant, and aligned with a first-class service standard.

This outlines the current principal duties of the role and is not an exhaustive list of tasks. The post-holder will be expected to undertake any duties required by the Sports Complex management team that fall within their capabilities or the broader operational requirements.



Person specification

Qualifications

Essential

- RLSS UK National Pool Lifeguard Qualification (NPLQ)
- Pool Plant Operators Certificate

Desirable

- First Aid at Work (FAW) Certificate (provided at work)
- RLSS UK Level 2 Automated External Defibrillator (AED)
- RLSS UK Trainer Assessor (TA)
- SEQ Level 2 Teaching Swimming/STA Level 2 Swimming Teacher
- IOSH Managing Safely
- Level 2/3 NVQ in Customer Service or Hospitality

Knowledge, Skills and Experience

- **Physical Fitness:** Able to swim 50 metres in under 60 seconds and maintain lifeguard fitness.
- **Leisure Experience:** Proven experience working within a wet and dry leisure facility (public or private sector).
- **Digital Literacy:** Strong IT skills, proficient in Microsoft Office, Google Workspace, and leisure management software.
- **Supervisory Experience:** Prior experience leading or supervising a team within a commercial or leisure environment.

Personal Attributes

- **Organisation:** Highly organised with the ability to prioritise tasks and meet tight deadlines under pressure.
- **Problem Solving:** Resourceful and capable of using own initiative to resolve operational issues effectively.
- **Leadership:** Strong communication skills with the ability to motivate a team and give clear, confident direction.
- **Flexibility:** A flexible approach to working hours, adapting smoothly to changing shift schedules and operational needs.
- **Sector Awareness:** Ability to understand, respect, and operate within a boarding school or residential educational environment.
- **Precision:** High level of accuracy with an exceptional eye for detail, especially regarding health and safety.
- **Integrity:** Confident, self-motivated, honest, and highly reliable



Haileybury

Other requirements

Safeguarding and Child Protection

All employees must be aware of their responsibilities for promoting and safeguarding the welfare of children and young persons with whom they may come into contact whilst at Haileybury. Employees must comply with the School's Safeguarding and Child Protection Policy and must be familiar with how to raise any safeguarding or child protection concerns.

Health and Safety

In accordance with the Health and Safety at Work etc. Act 1974 and associated legislation, all employees must comply with relevant health and safety procedures and guidance at all times. They must be familiar with, and assist the School in the implementation of, its Health and Safety Policy which is available on the School Portal.

Employees must also adhere to any requirements arising from, or relating to, any relevant risk assessments, Control of Substances Hazardous to Health (COSHH), PPE, and manual handling. Specifically, employees must carry out all duties in a manner which does not endanger themselves or others.

Equality and Diversity

Employees must comply with the School's equality, diversity and inclusion policies and practices in force from time to time and must carry out their duties in a manner which does not discriminate against any person on the grounds of any protected characteristic.

Code of Conduct

Employees at Haileybury are expected to work together cooperatively showing respect, courtesy and helpfulness to others at all times. Employees should work to actively support and promote the School's positive ethos and culture, and must act in accordance with the School's Staff Code of Conduct.

Data Protection

All employees must comply with the School's Data Protection Policy, and must carry out their duties in a manner which is consistent with this policy and data protection legislation generally.



Benefits

Staff have the opportunity to utilise the School's wonderful facilities including fitness suite, swimming pool, at certain times, and participate in the EV and Cycle to Work schemes.

Staff are also provided with lunch within our magnificent dining hall.

Other benefits include 25 days annual leave with enhanced entitlement for long service, pension and group life assurance.

Professional development and learning sit at the heart of the School, and the successful post-holder will be joining a vibrant intellectual community.

Our staff body is collegiate and supportive, and staff wellbeing is prioritised. The School has a full-time Health and Wellbeing Centre and Chaplain.



Application process

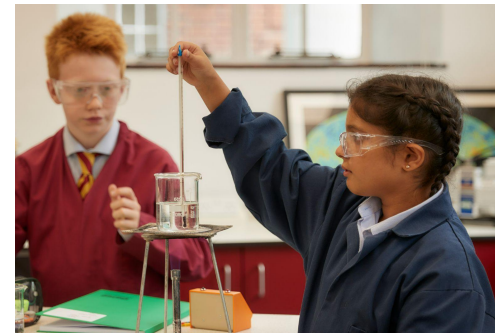
To apply for the above position, applications should include a completed application form (with reference to the candidate brief) and a covering letter, submitted to hr@haileybury.com by **12 noon on 27 August 2026**.

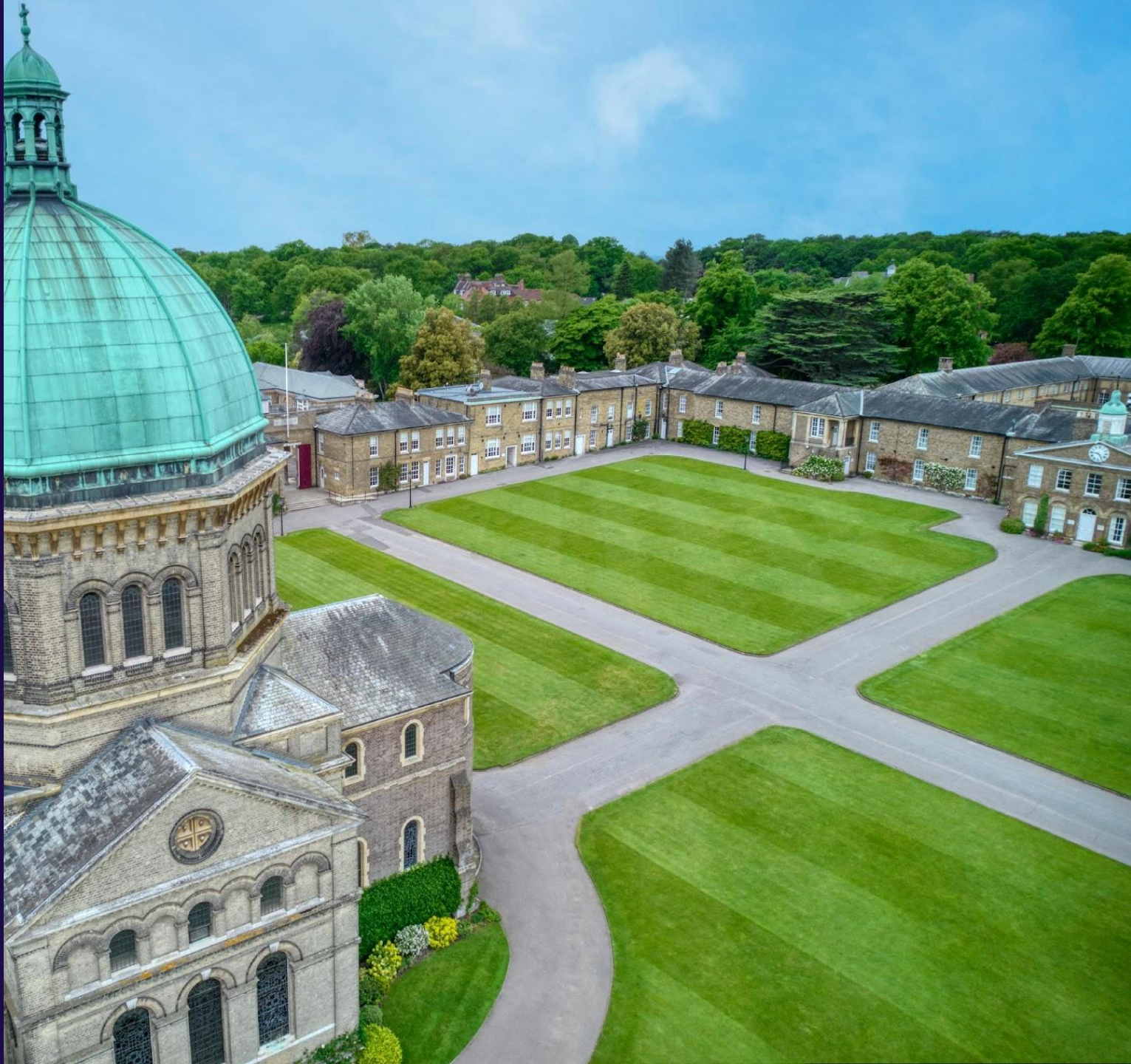
Please be aware that we cannot consider an application unless the application form has been filled in completely, including details of your full employment history.

The School reserves the right to make an appointment before the closing date; candidates are therefore encouraged to apply as soon as possible.

The School has a diverse pupil body and is committed to its strategy of equal opportunity, diversity and inclusion. We encourage applications from candidates with a wide range of backgrounds to enrich our collective knowledge and experience. Appointments will be made on merit.

Haileybury is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. Applicants for the above post must be willing to undergo child protection vetting, including reference checks with previous employers, prohibition checks and a criminal record check via the Disclosure and Barring Service.





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