

We're **RECRUITING** VACANCY highlights





Duty Officer - Career Grade

Key Information

Salary : £26,835-£ 32,654 per year (starting salary dependent on experience)

Location : X20, Upper Denbigh Road, St Asaph, LL17 ORP

Hours : Full time, 37 hours per week

Contract : Permanent

About the Role

In this role, you will be responsible for day to day delivery and development of all the services X20 provides.

Following recent investments, X20 boasts state of the art fitness suite and strength room, Hiit studio, Club Cycle studio and extensive Group Exercise programme. With a premium 3G pitch, sports halls and gymnasium, X20 provides a diverse programme to school, clubs and the local community.

You will also provide leadership and management of all the staff within the site, including managing sickness and holiday cover, staff rotas, and the day to day performance of staff.

In this role, you'll also be responsible for:

- The security of the building
- The safety of staff and customers
- Monies taken and income
- Relationships with Clubs, Voluntary groups, and Schools
- Developing the site's programme and offer

You would also be expected to carry out routine maintenance and attend out of hours call outs where appropriate.

We take great pride in our facilities and the environment we offer to our customers, so we'd expect you to take ownership in the site, ensuring it's clean, tidy, and safe for everyone to use at all times.

This is an excellent opportunity for anyone looking to take their next step as a leisure professional, with a career pathway providing the opportunity for progression through experience and learning.

Mae'r dogfen hon hefyd ar gael yn y Gymraeg / This document is also available in Welsh



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About You

You will be an inspiring leader, with high levels of passion and enthusiasm for growing both staff and the business. Our ideal person will have excellent people skills, is highly organised and uses their own initiative to problem solve.

You will ideally have some experience of working within a leisure, fitness or health facility as well as a relevant Level 3 qualification. However, for a candidate who shares our values and has excellent leadership skills, we will provide training on the specific elements of the role such as pool knowledge and using our systems, so you just need to have a desire to learn and develop.

This role involves managing a team of staff and so leadership skills are important for this position. The leadership skills we are looking for are:

- Ability to inspire, motivate and empower others
- Passion and drive to deliver excellent services to customers
- Reliability and resilience
- Honesty, with the ability both take responsibility and ask for help when needed

You will ideally have some experience of working within a leisure, fitness or health facility as well as a relevant Level 3 qualification. However, for the right candidate who shares our values and has excellent leadership skills, we will provide all the necessary job specific training, so you just need a desire to learn and develop.

If you're a friendly, people-focused leader, looking for a step up in your career, and would like to work in a fast paced, highly successful Company, then this could be a perfect fit for you.



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About Us

Through continued and sustained investment over 12 years, DLL has developed a sector leading portfolio of facilities, including 7 premium fitness facilities, 7 unique food and beverage provisions, 2 incredible attractions and a stunning 1,000 seater theatre.

The DLL team are a well-established, passionate and driven team, with a culture of high performance and excellent customer service. Our past successes have led us to where we are today, with an excellent reputation in all our facilities, and a hard working team who thrive on the customer having the best experiences possible.

We work to a 'one team, one bank account' philosophy - we are all one team, regardless of which site you may be based at. Together we all contribute to making DLL successful.

Our Values



Ambition & Growth



Trust & Integrity



Excellence & Resilience



Pride & Passion



Staff Benefits

Our workforce is of utmost importance to us and we are committed to supporting staff to achieve a positive work-life balance. All employees of DLL are entitled to a variety of benefits, including:

- Discounted DLL Staff gym membership
- Personal and professional learning and development opportunities
- Annual leave allowance starting at 26 days + bank holidays (with the opportunity to purchase more)
- Support for applications for career breaks and secondments
- A range of family-friendly policies to support your work-life balance

Location: X20, Upper Denbigh Road, St Asaph, LL17 0RP

Closing date: 21st March 2025

Apply via our website: <https://denbighshireleisure.co.uk/careers/>

