

Job Description

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| POST TITLE | Leisure & Sports Operations Manager | POST NO: | LT1665 |
| SERVICE UNIT | Operations | GRADE: | 13 |
| JOB EVALUATION | A2122 | JOB FAMILY | |
| RESPONSIBLE TO: | Chief Operating Officer | | |
| RESPONSIBLE FOR: | BLC's leisure facility operations, and teams. | | |
| LOCATION | Multi- site | STATUS | Line Manager |

Job Purpose

Drive and develop all operations with BLC's leisure facilities with being a key member of BLC's senior management team with providing an efficient and effective services.

To be responsible for all leisure & sports activity operations across BLC's portfolio.

Main Duties and Responsibilities:

1. Provide vision and leadership with ensuring BLC's business plan and objectives are met.
2. Create, implement, and manage all aquatic and sporting activities across BLC's venues, maximising income and quality.
3. To oversee and develop the daily operations at Prairie Sports Village alongside the Site Manager.
4. To oversee and develop the operations at Barden Athletics Track alongside site teams.
5. To oversee and develop the operations at Thompson Park Boathouse alongside the Site Supervisors.
6. Drive performance, commerciality and inclusion of all sporting activities across all venues.
7. Lead all aquatic activity programmes for BLC at St Peter's and Padiham leisure centres, driving expansion of Swim Academy alongside Swim Co-ordinator.
8. To manage and develop all site teams effectively in line with BLC's vision and values.

9. Develop pricing strategies and packages to optimise revenue across all leisure facilities and services.
10. To implement & develop marketing campaigns that meet the business needs for new and existing customers.
11. Develop relationships with key stakeholders, partners, suppliers and sponsors to drive business growth.
12. To organise and develop current systems, such as administration, Health and Safety and Management Information relevant to the role.
13. To prioritise workload management and develop leadership skills within team to ensure effective deputization in your absence.
14. To ensure that all staff are appropriately qualified and continue to meet the standard expected.
15. To implement staff development reviews and other performance management tools.
16. To communicate effectively with staff through 'one-to-ones' and team briefings and to organise and record staff meetings, on a regular basis.
17. With regard to discipline, grievance, capability, sickness and recruitment and selection, to fulfil the appropriate management functions and to supervise staff involved.
18. To monitor and complete any required returns for the site's performance against targets, including financial and usage figures.
19. To assist with BLC's commitment to sustainability across all leisure facilities and align journey to net zero and carbon reductions.
20. To identify and to implement any changes required meeting and/or exceeding targets, such as service developments.
21. To ensure that all customer feedback systems and consultation processes are administered, with appropriate action taken promptly.
22. To pursue a Continuous Improvement Strategy, which may include following the principles (or making submissions) for Best Value, QUEST, Chartermark, IIP or other quality systems.
23. To be responsible for the co-ordination of Health and Safety issues, practices and training at the specified sites.
24. To ensure that the buildings, facilities and equipment are in a safe and attractive condition.
25. To drive data collection and practices, formulating impactful decision making.
26. To act as Key holder and cover leave and sickness as and when required.

27. To liaise with clubs, development staff, other users, agencies and the community, to ensure best use of facilities.
28. To attend meetings to represent BLC in gaining best practice knowledge and to further any funding possibilities.
29. To monitor, co-ordinate day to day maintenance and plan long term maintenance programmes with contractors.
30. To carry out any other duties as specified by Senior Management which are commensurate with the grading and particular skills of the post holder.
31. Abide by the objectives and targets of both the Section and the Department, and follow the procedures and practices utilised in all aspects of the work, including computerised and manual systems and the maintenance of relevant records.
32. Fulfil personal requirements, where appropriate, with regard to BLC policies and procedures, particularly Health and Safety, Equal Opportunities, Customer Care, Emergency Evacuation, Security, Work Standards and promotion of the Burnley Leisure's strategic Objectives.

GENERAL RESPONSIBILITIES

In addition to the main duties and responsibilities identified for this post, every employee has a number of general responsibilities:

1. To adopt a high standard of customer care at all times. If a customer requires assistance, even if this does not directly relate to your job, make every effort to help or to find someone who can.
2. To help to keep the facilities well maintained by picking up litter when you are in public areas and to report any faulty equipment or any areas requiring cleaning.
3. To help to conserve energy by ensuring that the doors are closed, and lights are switched off in rooms not in use.
4. To ensure that you promote Burnley Leisure and ensure you are an advocate of the company whilst in or out of work including use of all forms of social media.

Health & Safety

Line Managers are required to provide a working environment that is safe and without risks to the health, safety and welfare of employees and others who may be affected. This is in accordance with the Health and Safety at Work Act, associated regulations and the Corporate Health and Safety Policy.

Disclosure & Barring Service

Appointment to this post is subject to the receipt of a satisfactory Disclosure from the Disclosure & Barring Service.

FOOTNOTE

From time-to-time the post holder may be required to work additional hours to cover for holidays and other eventualities and this may include evenings and weekends.

This Job Description summarises the major responsibilities of the post. It is not intended to exclude other activities, nor future changes from the post holder's responsibilities.

Equality Act 2010

If you are a disabled applicant or an employee who has become disabled and this will affect your ability to do any of the above duties the Council will consider making some changes it thinks are reasonable.

Examples of changes may include providing equipment, making alterations to the workplace or changing some parts of the Job Description.

Person Specification

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| POST: Leisure & Sports Operations Manager | GRADE: 13 |
| | POST NO: LT1665 |

| Selection Criteria: | Essential/ Desirable E/D | Means of Assessment: Application/Interview/ Presentation/Test/ Production of Certificate A/I/P/T/C |
|---|---|---|
| QUALIFICATIONS | | |
| 1. Educated to a Degree level with a professionally recognised qualification relating to CIMSPA or equivalent. | E | A/Production of Certificate |
| 2. Health & Safety Qualification IOSH or equivalent. | E | A/Production of Certificate |
| 3. ISRM Pool Plant Operator's Certificate. | D | A/Production of Certificate |
| 4. Coaching or Teaching Qualification or equivalent. | D | A/Production of Certificate |
| EXPERIENCE | | |
| 1. Experience of supervising staff, recruitment, discipline, welfare, delegation and motivation of a team of employees. | E | A/I/T |
| 2. Experience of business planning, generating ideas and developing aquatic or sporting programmes | E | A/I/T |
| 3. Experience quality control and monitoring performance. | E | A/I |
| 4. Experience of working in a leisure environment, including customer critical processes, bookings, financial procedures, budgetary control and project management. | E | A/I |
| 5. Experience of marketing and effective targeted campaigns. | E | A/I |
| 6. Experience of responsibility for buildings and physical resources. | E | A/I |

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|----------------------------|---|---|---|
| 7. | Experience of operating a large multi-site facilities and budget control. | E | A/I |
| KNOWLEDGE | | | |
| 1. | Budgetary control and administration. | E | A/I/T |
| 2. | Customer Care best practices. | E | A/I/T |
| 3. | Impact of services to local community. | E | A/I/T |
| 4. | Quality procedures, i.e. Quest. | E | A/I/T |
| 5. | Leisure Management software systems | E | A/I/T |
| 6. | Industry trends and innovations | E | A/I/T |
| SKILLS/ABILITIES | | | |
| 1. | Ability to work unsupervised. | E | I/T |
| 2. | Ability to induct and train staff. | E | I |
| 3. | Ability to implement quality systems. | E | I |
| 4. | Ability to motivate and communicate with staff. | E | I/T |
| 5. | Ability to use initiative and think commercially to develop the business. | E | I/T |
| 6. | Ability to prepare and analyse financial information and budgets. | E | I |
| 7. | Ability to manage leisure based Projects | E | I |
| 8. | Ability to work under pressure | E | I/T |
| 9. | Ability to present confidently and communicate well | E | I/T |
| OTHER | | | |
| 1. | Possession of a full current driving licence and use of own vehicle | E | A/I |