

## Job Description

Service:	One Leisure
Job title:	Leisure & Operations Manager
Grade:	I
Hours of work:	37 hours per week
Responsible to:	Head of Leisure, Health and Environment
Responsible for	
Direct reports:	4 FTE
Indirect reports:	200
Budget:	£6m

### Purpose of Post:

Maximise commercial revenue opportunities by monitoring and increasing usage across all One Leisure sites whilst maintaining exceptional services to the community.

Ensure that all sites are operated in a safe and effective manner to improve customer satisfaction and increase awareness of One Leisure facilities to help improve physical activity levels amongst the local communities.

### Key Deliverables:


1. Overall responsibility for the safe and effective operation of all of the One Leisure sites. Being responsible for staff, customer and contractor welfare and ensuring that all Health & Safety guidelines and regulations are adhered to and maintained.
2. Ensure quality systems are in place, updated and implemented across all sites
3. Lead a culture within One Leisure where customer satisfaction is the key driver for service delivery. Customer feedback is gathered and monitored regularly and effectively used to drive service improvements
4. Use performance and management data to identify gaps and improve the income, usage and financial sustainability across all sites and business units.
5. In conjunction with the General Manager's, and the relevant centre staff develop an annual centre service plan and performance metrics. Ensure this plan is monitored and delivered effectively. As a minimum on a monthly basis
6. Ensure all policies and procedures are implemented by One Leisure Staff
7. Lead, motivate, and develop staff that work within One Leisure. Lead a culture of continuous improvement within staff through effective management and challenging targets. Ensure performance is monitored effectively and that underperformance is dealt with in a timely manner.
8. Prepare, and oversee each of the Centre's budgets. In conjunction with the General Manager be accountable for the financial performance for each of the centres and business units. Maximising commercial activity and manage expenditure to provide a financial surplus to the Council.
9. Overall responsibility for the day to day and ongoing performance of the health and fitness sales and management alongside core commercial operations and not limited to swim school, indoor activities, outdoor activities, events and catering and all other operational revenues across One Leisure facilities
10. Prepare monthly reports to the Head of Leisure Services that can identify trends in performance against previous years and projections for the future based upon data and intelligence. Prepare reports for Council meetings as required.
11. In conjunction with the General Manager's, prepare a strategic development business plan for the One Leisure portfolio of sites. Identifying opportunities for development that would provide a commercial return. Prepare capital funding bids, projects plan and oversee project delivery from inception to completion. Complying with the Council project planning methodology
12. Ensuring the services delivered by One Leisure are in accordance with the Councils corporate plan and promote a positive image of Huntingdonshire within the community and beyond.

13. To undertake any other duties as may reasonably be required at any One Leisure site and have means of or access to transportation.
14. The Business & Operations Manager will have day to day responsibility of one leisure facility whilst overseeing operations and performance of all other One Leisure sites

<p><b>Knowledge and Qualifications</b></p> <p>The minimum knowledge required to undertake this role and any qualifications or training essential for the role</p> <p>(E) Essential (D) Desirable</p>	<ul style="list-style-type: none"> <li>• Extensive knowledge of the Leisure industry.</li> <li>• Use of MRM +2 Management System or G360</li> <li>• Proven track record of being able to lead and motivate a multi-disciplinary team</li> <li>• Working knowledge of current Health &amp; Safety and employment legislation.</li> <li>• Developing and delivering strategic business plans</li> <li>• Using customer insight effectively to deliver services that meet customer needs.</li> <li>• Performance monitoring and management – to include financial and non-financial information.</li> <li>• Excellent communication skills including verbal, written and presentation skills.</li> <li>• Negotiation and influencing skills</li> <li>• Project management skills, problem solving, organisational and planning skills.</li> <li>• IT literacy: <ul style="list-style-type: none"> <li>○ Leisure Centres bookings and member relations management system.</li> <li>○ MS Office.</li> </ul> </li> <li>• Ability to work at pace, with multiple tasks and within deadlines</li> <li>• Report Writing and presenting</li> </ul>
<p><b>Experience</b></p> <p>Experience the person would need to do the job</p> <p>(E) Essential (D) Desirable</p>	<ul style="list-style-type: none"> <li>• Experience of local authority leisure management.</li> <li>• Experience of presenting reports to Committee.</li> <li>• Senior management experience in a multi-facility leisure environment.</li> <li>• Staff recruitment, selection, and management</li> <li>• Budgetary management – including budgetary planning and monitoring</li> <li>• Proven success in the leisure industry.</li> </ul>
<p><b>Commercial Awareness</b></p> <p>Specific skills the applicant would need to do the job</p> <p>(E) Essential</p>	<ul style="list-style-type: none"> <li>• Includes financial factors in their analysis and decision-making</li> <li>• Monitors the flow of money through the business, or through their own function</li> <li>• Actively manages their budget, including forecasting</li> </ul>

<p>(D) Desirable</p>	<ul style="list-style-type: none"> <li>• Identifies opportunities to make the organisation more competitive, efficient, and profitable</li> <li>• Shows an understanding of the markets the organisation wishes to target (both customer expectations and commercial factors of service provision)</li> <li>• Demonstrates an understanding of the organisation's products and services, and how the supply chain affects the way these are acquired</li> <li>• Shows an awareness of best practice, the organisation's competitors and their products and services</li> </ul>
<p><b>Decision Making and Impact on Others</b></p> <p>What impact the reasons made by the post holder would have on others across the Council</p>	<ul style="list-style-type: none"> <li>• Makes and communicates clear decisions</li> <li>• Makes effective decisions under time pressure</li> <li>• Balances risks and benefits of various options and decisions</li> <li>• Makes unpopular decisions where necessary</li> <li>• Takes responsibility for the outcomes and impact of their decisions and those they delegate</li> <li>• Incorporates a range of views when making their decisions</li> <li>• Considers all relevant data when making decisions</li> <li>• Delegates decision making appropriately</li> <li>• Considers diversity issues when making decisions</li> </ul>
<p><b>Communication with Internal and External Customers</b></p> <p>What customers the applicant would be in contact with in the job</p>	<ul style="list-style-type: none"> <li>• Develops and maintains productive relationships with internal and external customers</li> <li>• Explores the customer's situation with them to develop a fuller understanding of the underlying need</li> <li>• Delivers what they have agreed with the customer</li> <li>• Takes action to exceed customer expectations</li> <li>• Advocates customer satisfaction as a key value for themselves and the council</li> <li>• Deals effectively with dissatisfied customers</li> </ul>

<p><b>Personal Attributes and Other Requirements</b></p> <p>(E) Essential</p> <p>(D) Desirable</p>	<p><b>Influencing:</b></p> <ul style="list-style-type: none"> <li>• Presents their case persuasively upwards, downwards, and externally</li> <li>• Demonstrates confidence in their position</li> <li>• Is credible and confident when presenting and communicating</li> <li>• Makes use of personal and professional networks to gain support, learn from others and increase their opportunities to influence</li> <li>• Adapts approach to engage others by appealing to those things that enthuse them</li> <li>• Influences by highlighting and promoting the mutual gains to be made by following suggested courses of action</li> <li>• Is aware of own emotions and manages them for maximum influence during negotiations</li> <li>• Balances the need for immediate wins with the requirement for long-term successful relationships</li> <li>• Demonstrates awareness of how things shape events within business: is politically astute</li> </ul> <p><b>Planning &amp; Organising:</b></p> <ul style="list-style-type: none"> <li>• Explains and clarifies the objectives</li> <li>• Establishes clear actions and timeframes with deadlines and milestones</li> <li>• Ensures the effective and efficient use of time and resources</li> <li>• Creates contingency plans to enable them to deal with factors that might interfere significantly with their plan</li> <li>• Identifies what is required before each task can be begun or completed</li> <li>• Monitors progress against the plan and acts accordingly</li> <li>• Allocates work based on an understanding of own and others' strengths and weaknesses</li> </ul> <p><b>Innovation:</b></p> <ul style="list-style-type: none"> <li>• Challenges the status quo suggests new approaches to old problems</li> <li>• Generates new ideas and creative solutions</li> </ul>
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	<ul style="list-style-type: none"> <li>• Applies existing methods in new ways or new situations</li> <li>• Encourages a safe environment that will facilitate creativity in others and where people are willing to challenge</li> <li>• Seeks new ideas.</li> <li>• Finds ways to turn their own or others' ideas into action</li> <li>• Shares innovative practice with others</li> </ul> <p><b>Flexibility:</b></p> <ul style="list-style-type: none"> <li>• Is prepared to adapt their approach to overcome obstacles</li> <li>• Responds constructively to a change in agenda or priorities</li> <li>• Revisits their decisions when presented with new information</li> <li>• Is prepared to adjust their interpersonal style to respond to the needs or preferences of others and the situation</li> <li>• Re-prioritises appropriately when faced with a change in requirements</li> </ul>
<p><b>HDC values</b></p> 	<p>The values outlined below reflect our collective positive attitude and how all staff are expected to work together as one team.</p> <p><b>Inspiring:</b> We have genuine pride and passion for public service; doing the best we can for customers.</p> <p><b>Collaborative:</b> We achieve much more by working together, and this allows us to provide the best service for customers.</p> <p><b>Accountable:</b> We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers.</p> <p><b>Respectful:</b> We respect people's differences and are considerate to their needs.</p> <p><b>Enterprising:</b> We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.</p>

## **Safeguarding and promoting the welfare of children and young people/vulnerable adults**

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

- Ability to safeguard and promote the welfare of children and young people/vulnerable adults
- Demonstrates understanding of safeguarding issues
- Appreciates the significance of safeguarding and interprets this accurately for all individual children and young people/vulnerable adults whatever their life circumstances.
- Has a good understanding of the Safeguarding agenda?
- Can demonstrate an ability to contribute towards a safe environment
- Is up to date with legislation and current events
- Can demonstrate how s/he has promoted 'best practice'
- Shows a personal commitment to safeguarding children