

InspireAll

Job Specification

<u>Job Title:</u>	Operation Manager
<u>Location:</u>	The Venue
<u>Responsible To:</u>	Area Manager
<u>Responsible For:</u>	All staff employed within areas of responsibility. All staff when acting as Duty Manager

General Description

1. Demonstrate in an effective way the core competencies associated with the level of this post to deliver the requirements of the position.
2. Responsible to the facility Manager for the development of and compliance to expected operational and management standards and InspireAll's mission statement and values within area(s) of responsibility.
3. To be a member of the facilities' management teams and to act as a deputy for the Area Manager as and when required.
4. To ensure compliance with all areas of Health & Safety legislation.
5. To adopt, promote and deliver all legislative requirements and good practice relating to equality and diversity in employment and service offering.

Mission Statement

To promote and develop health, wellbeing and more active lifestyles within the communities we serve

Aim

Our aim is to help individuals and communities LIVE active, healthy, happy and fulfilled lives.

Our Values

- ✓ **Listen** - we will proactively listen to our customers utilising their feedback.
- ✓ **Improve** – we continually look to improve the services we offer, embracing new opportunities, challenges and ideas.
- ✓ **Value** – we will offer affordable, value for money services to all our customers.
- ✓ **Encourage** – we will encourage individuals and groups to fulfil their potential and ambitions.

Specific Duties

Customer Service

1. Maintain good relationships with the public, and all relevant external bodies.
2. Ensure a thorough understanding of, and response to, the needs of customers.
3. Within area(s) of responsibility be responsible for the programming, planning, organisation and smooth running of events, activities and functions in the facilities, in line with the needs of the customer, liaising with others as appropriate.
4. Develop and implement strategies, action plans and a performance management system to address all customer needs.
5. Co-ordinate the planned replacement of equipment minimising down time and maximising operational performance.
6. To positively embrace an ethos of equality and diversity in employment and service provision.

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Business Objectives and Achievement of Results

1. Contribute towards the annual business plans and operational objectives as required and maintain/improve the facilities' annual bottom-line targets as detailed in the approved budget.
2. Through effective planning, implementation and monitoring to ensure the successful operational performance of services within the area(s) of responsibility in line with objectives, standards and targets as laid down within various documents including InspireAll's Business Plan.
3. Prepare and present operational reports for the senior management team and others as appropriate.
4. Ensure compliance with the InspireAll's financial regulations and various codes of practice
5. Ensure compliance with all contractual documentation with the host authority.
6. To implement change and business development opportunities, seeking authority where necessary, to ensure the ongoing success of the relevant facilities.
7. Promote the values, and, where appropriate, implement actions in recognition of the organisation's charitable status and its requirements contained in its memorandum and articles of association.

Teamwork

1. Be a member of, and / or chair where appropriate, relevant Staff team(s) ensuring effective and positive use of time.
2. Contribute both specifically and generally to the overall management and development of the facility through the sharing of good practice and leading on any agreed issue.
3. Ensure, through adoption of relevant good practices, the development of staff and services through effective teamwork.
4. Assist generally in covering other duties to allow for the efficient and effective day to day organisation of the facilities, as and when required.
5. Ensure staff cover is maintained to agreed levels within area(s) of responsibility, including working operational shifts if required.
6. Attend staff training to gain, maintain or update appropriate job specific qualifications or competencies.
7. Adhere to InspireAll's positive attendance at work culture.

Communication

1. To maintain an active and effective dialogue with customers, staff, senior management and working partners.
2. To take appropriate action in response to Customer Comments and feedback and respond within agreed timescales.
3. To effectively use all forms of communication to support the responsibilities of the position.
4. Participate in facility related meetings with associated partners as required.

Health and Safety

1. Ensure full compliance with all relevant legislation and best practice relating to health and safety issues.
2. Responsible for the security of the buildings and contents, acting as a key and safe key holder, to be on call as necessary for the facilities.
3. Ensure all staff within area(s) of responsibility are fully aware of their responsibilities, have the necessary and training to undertake their respective duties and maintain a safe environment at all times.

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4. To ensure delivery of the planned preventative maintenance schedule within area(s) of responsibility that ensures compliance with contractual and legal requirements as well as generating excellent customer experiences.
5. Liaise with external advisors and InspireAll's Health and Safety Support Manager as and when required

Leadership and Developing Others

1. Ensure through the consistent implementation of good management practices, co-ordinate and oversee the work of staff working within area(s) of responsibility.
2. Be responsible for the recruitment, induction, Wet & Dry side staff training, development, and disciplining of relevant staff assessing performance against key result areas as determined.
3. Undertake annual appraisals and job chats as necessary.
4. Develop and nurture a culture that encourages staff to deliver on the business and charitable need of the organisation in line with its mission and values.
5. Ensure all staff receive opportunities for continuous professional development in compliance with relevant policies and budgets.
6. Through effective leadership, lead by example and set appropriate and required standards of behaviour.

Problem Solving

1. Manage the performance of all staff with support from supervisors and Line Managers where appropriate.
2. Deal effectively with issues arising from customers, staff, host authority and partners in a timely and appropriate way seeking advice and support as necessary.

Performance Criteria

The performance criteria identified below are those considered critical to the success of the post of Department Manager with responsibility for Swim school Sales and occupancy, Food and Beverage sales and Operations. The performance criteria will be reviewed annually as part of the appraisal process and the individual's performance evaluated.

1. Initiate, manage and develop an innovative Swim School programme for the centre, including 121 lessons other development/kids activity courses. To maximise Food and Beverage gross profit whilst delivering high standard of service.
2. Be responsible for the total operation and financial performance of the above areas, carrying out key duties to ensure its safe and efficient operation.
3. In liaison with the Area Manager, devise, implement and manage a strategy for continued customer retention, including the use of our on course/iPod. Proactively enrol new members into scheme keeping attrition to a minimum, thus maximising the income potential.
4. Responsible for the administration, operation and promotion of wet and dry side activities.
5. Be responsible for setting financial targets, in liaison with the Area Manager and monitoring relevant income levels against targets. To prepare monthly usage and financial reports, indicating performance against business targets for the relevant period as required ensuring financial success of the club.
6. Initiate, manage and develop a programme of outreach activities to market the facilities and services and to generate leads for the sales team. Supporting and training the sales team as required.
7. Ensure that staff take opportunities to up-sell products and services to existing and new customers including memberships, swimming lessons and additional activities.
8. To plan, implement and review projects as required by the Area Manager.

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9. To manage the daily operation of the facilities, in order to comply with the Health and Safety at Work Act, the facilities' NOP and EAP and to ensure the facilities' operational procedures are adhered to.

Special Features

1. The ability to be flexible, given the multi-faceted nature of the job, to be able to cope effectively with a highly pressurised work schedule and demanding budget targets.
2. Flexible in working arrangements/hours to suit demands of the position and delivery of the contract obligations of InspireAll.
3. To act as Licensee and Designated Premises Supervisor for the facilities, if required
4. To act as Duty Manager as and when required, including availability on out-of-hours call lists.

Personal Specification for Department Manager with lead responsibility for Operations

Skills, Knowledge and Experience

Essential:

Essential criteria are critical to the post and must be obtained within 6 months' employment, or a training plan agreed prior to appointment. Once achieved, the qualifications will be maintained throughout employment with InspireAll. Failure to sustain job specific criteria will result in appropriate action.

1. Educated and qualified to at least NVQ level 3 or equivalent.
2. Experience working in a target driven environment.
3. Experience of events/programme management, swim school administration and running operational departments, with particular emphasis on Resource Management, People Management, and Budgetary Control.
4. Minimum of 3 years' supervisory experience preferably within a Leisure / Health and Fitness environment.
5. Good organisational ability, outgoing personality with good communication skills and able to deal with people at all levels.
6. To hold a current National Pool Lifeguard qualification & Trainer & Assessor qualification. A Pool Plant Operator's certificate and Health & Safety Management Certificate.
7. To have a good working knowledge of the major computer applications.
8. Be prepared to work anytime as required in the interest of the business.

Desirable:

1. Hold a recognised Leisure management qualification.
2. Hold recognised Sports Coaching or Instructor qualifications.
3. Hold a recognised qualification in Health & Safety and or Food & Hygiene.
4. Experience in managing a Food & Beverage department, ensuring high standards of service.
5. Knowledge and experience of the requirements of quality-assured systems including ISO 14001, IIP and Quest.
6. Hold a current, clean driving licence.

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Complexity and Creativity

1. The work includes finding solutions to problems of an operational nature, including systems, personnel and activity programmes and managing the interface with the public.
2. The postholder will be expected to apply creative thinking to balance financial inputs and results - failure to do so may result in loss of revenue and/or loss of clients in a high profile environment.
3. There will be a need to ascertain and interpret customer demands and to translate those into a customer-led programme.

Judgements and Decisions

1. In conjunction with the Area Manager, setting of business and financial targets and objectives for those of staff employed within the facilities.
2. Responsible for all financial and operational aspects and for compliance with operational standards and Hertsmere's Leisure Business Plan within area(s) of responsibility.
3. Responsible for the safe handling of significant sums of money and for health and safety of public and staff. Failure could have serious impact upon standing of InspireAll.

Contacts: Internal – 50% External – 50%

Method: Face to face, by telephone or in writing. The Department Manager will be required to attend or convene meetings/take training sessions/appraisals of relevant staff relating to own experience and qualifications.

Internal:

Senior Management Team; Area Manager	Regular liaison to meet agreed performance criteria, co-ordinating facility requirements in all aspects of health and safety, quality and financial performance.
Facility Management Teams and Staff	Close monitoring, planning and discussion of operational, human resource requirements, policy matters and training. Ensure clear understanding of tasks, hours of work and arrange staff meetings. Daily liaison, co-ordinating facility requirements, and ensuring clear understanding and completion of tasks. Taking staff meetings and safety meetings with relevant staff

External:

Client Officers:	Deal with telephone, written and personal enquiries, arrange and attend meetings with client as required by contract
Facility Customers:	Deal with telephone, written and personal enquiries and complaints as outlined in QMS.
Suppliers/Contractors:	Liaise with contractors/visitors to site, ensuring they are signed in correctly. Meet with relevant external bodies, i.e. Insurers, HSE, Environmental health as necessary.

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Other Factors affecting the post of Department Manager

1.	Hours of Work:	39 hours per week												
2.	Grade:													
3.	Salary:													
4.	Notice Period:	As detailed in the Statement of Particulars												
5.	Holiday Entitlement:	<p>Annual Leave entitlement is based on service and is as for full time employees (39 hours per week), working a five day week and includes the 8 bank holidays at present legislated for each calendar year.</p> <p>All staff are required to allocate all bank holidays as part of their annual leave entitlement, but other days may become mandatory for operational reasons.</p> <p>Annual leave entitlement at present is:</p> <table style="width: 100%; border: none;"> <tr> <td style="padding-left: 20px;">On commencement with HL</td> <td style="text-align: right;">29 days</td> </tr> <tr> <td style="padding-left: 20px;">After 1 year continuous service with HL</td> <td style="text-align: right;">30 days</td> </tr> <tr> <td style="padding-left: 20px;">After 2 years continuous service with HL</td> <td style="text-align: right;">31 days</td> </tr> <tr> <td style="padding-left: 20px;">After 3 years continuous service with HL</td> <td style="text-align: right;">32 days</td> </tr> <tr> <td style="padding-left: 20px;">After 4 years continuous service with HL</td> <td style="text-align: right;">33 days</td> </tr> <tr> <td style="padding-left: 20px;">After 5 years continuous service with HL</td> <td style="text-align: right;">34 days</td> </tr> </table>	On commencement with HL	29 days	After 1 year continuous service with HL	30 days	After 2 years continuous service with HL	31 days	After 3 years continuous service with HL	32 days	After 4 years continuous service with HL	33 days	After 5 years continuous service with HL	34 days
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After 5 years continuous service with HL	34 days													
6.	Pensions choice:	Options are:												
		<p>(i) Workplace Pensions Reform requires InspireAll to automatically enrol all employees who are aged between 22 and State Pension age, and earning above £10,000 a year into their Qualifying Workplace Pension Scheme. InspireAll's Qualifying Workplace Pension Scheme is a Group Stakeholder Pension Scheme provided by Friends Life. Employees who qualify for automatic enrolment will be joined into the Scheme on completion of one month's service. Other staff may join voluntarily at any time.</p> <p>Employees are required to contribute 5% of their Qualifying Earnings (earnings between £5,772 and £41,865 per annum) and InspireAll will also contribute 3% of Qualifying Earnings on their behalf. Employees can elect to opt out of the Scheme at any time and if they do so within 30 days of joining, any contribution deducted from salary will be refunded.</p> <p>Further information regarding the InspireAll Qualifying Workplace Pension Scheme will be forwarded to you within one month of joining service.</p>												
		(ii) The purchase of a personal pension.												
7.	Location:	Relevant Centre, however the post holder will be expected to work in any facility managed by InspireAll.												
8.	The Rehabilitation of Offenders Act 1974:	This post is exempt from The Rehabilitation of Offenders Act 1974 therefore the post holder will be subject to an enhanced DBS check.												
9.	Other Duties:	The other duties shown are those currently operative, but the post holder may be required to undertake any other associated duties reasonable and compatible with his / her grading, competence and qualification												
10.	Leisure Benefits:	Free use of leisure facilities is available to the post holder, subject to booking conditions. Please contact your Line Manager for details.												