



Job Description		
Job Title	Sports Centre Manager	
Responsible to	Christian Watts	
Department	Cross-College Commercial Operations	
Purpose of job and primary objectives	<ul style="list-style-type: none"> To oversee the daily operations of the Sports Centre facility, managing commercial and educational use To plan, deliver and develop the commercial Sports Centre operations with a view to increasing revenue and controlling cost To lead the Sports Centre team to deliver a high quality service to all user groups 	
Duties	<ul style="list-style-type: none"> Operational and commercial responsibility for all aspects of the Sports Centre operation (Membership, Clifton Group Fitness, Personal Training, Swim Academy). To include individual and collective budget planning, delivery and review Management, operation and team lead of the Legend Leisure Management system and Clifton Group Fitness related software and supporting technology. To include (but not limited to) - regular staff training / status updates / data reliability & integrity / regular reporting / updates & upgrades / membership renewals & retention / membership cancellations / fee collections / future developments Close working relationship established with educational staff in order for all facilities to be utilised and maintained To regularly report to management with KPI information on facility usage, financial performance of business areas, customer retention To actively assist management to the building of future budgets 	

	<ul style="list-style-type: none">• Management lead of Swimming Pool Plant Room operations, including (but not limited to) - regular maintenance / regular chemical supply orders / staff best practice guidance / industry updates / managing daily water testing schedule / cleaning of pool hall and surrounding areas• Line management of Assistant Manager, Duty Managers, and Commercial Receptionist along with lifeguards, swim academy staff and other casual team members. To include staff recruitment, periodic and new training, best practice delivery, development, appraisal and logistical planning• Overall responsibility for all lifeguards including precise record keeping, training and operational logistics• Working with all parties (educational or commercial) to ensure their lifeguarding requirements are met• Management of Sports Centre health & safety including annual risk assessment review/NOP & EAP review/COSHH risk assessment review• To plan and deliver a marketing strategy as part of a close working relationship with the Marketing department• Product development and diversification, in line with business needs and the dual usage characteristics of the business• An expectation of regular customer facing shifts as in accordance with business needs to include early mornings, evenings and weekends. To include all Sports Centre Duty Manager responsibilities such as prospective membership tours, sign ups, taking payments, bookings and communicating with Sports Centre users• Any other duties that are commensurate to the role	
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	<p>Equal Opportunities</p> <ul style="list-style-type: none"> • Maintain an up to date knowledge of Equality and Diversity legislation and the organisation’s Equality and Diversity policies and procedures, in particular with regard to the recruitment and retention of staff. <p>Safeguarding</p> <ul style="list-style-type: none"> • Maintain an up to date knowledge of Safeguarding legislation, and the College’s safeguarding policies and procedures, in particular with regard to the recruitment and retention of staff • Willingness to undertake safeguarding training to bring post-holder up to a Deputy Designated Safeguarding Lead position within the business <p>Health and Safety</p> <ul style="list-style-type: none"> • Ensure that an up to date knowledge of Health and Safety legislation as applicable to the role is maintained and that the College’s Health and Safety policies and procedures are fully implemented and adhered to as applicable, particular with regard to the recruitment and retention of staff <p>Professional Development</p> <ul style="list-style-type: none"> • Maintain and update your own knowledge and skills in line with legislation and the needs of the role 	
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Person Specification	Key Qualifications, Knowledge, Skills and Attitude	
Key Qualifications	<p>Desirable:</p> <ul style="list-style-type: none"> • Sport & Leisure Management qualification • Lifeguarding qualification • Pool plant qualification • Personal Training qualifications • Fitness Class instructor qualifications • First Aid at Work qualification 	
Knowledge & experience required	<p>Essential:</p> <ul style="list-style-type: none"> • Experience of managing a team within a Sport and Leisure setting • Good working knowledge of Sport & Leisure facilities • An understanding of NOPs & EAPs, along with Health & Safety in the Leisure industry • Experience of working within the Sport & Leisure industry <p>Desirable:</p> <ul style="list-style-type: none"> • Experience of using Legend Leisure Management system 	

Skills required	Essential: <ul style="list-style-type: none">• Evidence based decision making• A curiosity and ability to learn and apply new concepts quickly• Good critical thinking skills• Good IT skills• Customer focused• A strong, efficient and flexible attitude towards work	

Date: 24th November 2020

Prepared by: Christian Watts