

PERSON SPECIFICATION

(Assistant Manager – Whitby Leisure Centre)

	ESSENTIAL	DESIRABLE
Education and Key Knowledge	<p>Recognised Leisure Management Qualification.</p> <p>Health & Safety issues impacting on leisure.</p> <p>Sound knowledge of a range of sports & leisure issues.</p>	<p>Governing Body/Sports coach UK Qualifications.</p> <p>First Aid at Work Certificate.</p> <p>RLSS National Pool Lifeguard Qualification.</p> <p>Pool Plant Operators Certificate.</p> <p>ASA/STA Swim Teachers Level 1.</p> <p>Awareness of quality awards such as Quest, Charter mark, Investors in People etc.</p> <p>Knowledge of local government systems.</p>
Relevant Skills and Experience	<p>At least 2 years relevant experience working in the leisure industry.</p>	<p>Marketing & Promotion.</p> <p>Experience of developing leisure services.</p> <p>Experience of organising events.</p>
Key Competencies	<p>Monitors individual and team performance and progress towards achieving their agreed goals and objectives.</p> <p>Conducts structured and constructive appraisals, ensuring that people's objectives and development needs are understood</p> <p>Encourages two-way feedback, and addresses both positive and sensitive issues effectively.</p> <p>Puts into practice the plans for change in line with the business unit/department's objectives.</p>	

	<p>Maintains the momentum for change.</p> <p>Creates an environment receptive to change, supports new initiatives.</p> <p>Involves others in the change process.</p> <p>Builds effective and products relationships with other business units/departments and partners.</p> <p>Works actively with others within the team to solve work-related problems and to achieve team goals.</p> <p>Treats people fairly and with respect.</p> <p>Understands who the service's customers are, and their relevant requirements from own area of operations and its services.</p> <p>Considers customer feedback and anticipates future customer requirements.</p> <p>Contributes to establishing clear customer service and quality standards for the service.</p> <p>Understands the diverse requirements of different customer groups.</p> <p>Manages conflict of concern or need between different interest groups.</p> <p>Strives for continuous improvement, encouraging and stimulating others to achieve high standards.</p> <p>Is creative, developing new ideas and identifying alternative approaches.</p> <p>Manages own time well, prioritising work effectively.</p> <p>.</p>	
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	<p>Identifies and prioritises issues that are critical to success.</p> <p>Identifies and evaluates risks, and balances these against anticipated benefits arising from a proposed course of action.</p> <p>Makes informed risk assessments.</p> <p>Takes informed decisions.</p> <p>Takes time to listen to what others have to say.</p> <p>Encourages others to ask questions.</p> <p>Contributes effectively in meetings.</p> <p>Presents information clearly, concisely, objectively and accurately.</p>	
Special Requirements	<p>Ability to work outside of normal working hours reflecting the requirements of the service.</p> <p>The Assistant Manager will be expected to fill a Duty Manager role which will involve some evening and weekend work on a rota basis.</p> <p>The Assistant Manager post will be subject to Criminal Records Bureau checks</p>	
Equality	<p>Acceptance of and commitment to the principles underlying the Council's Equal Opportunities Policy.</p>	