

## JOB DESCRIPTION

### General Manager Highworth Recreation Centre

<b>Halo Leisure</b>	<b>Job Description</b>
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<b>Title: General Manager</b> <b>Site: Highworth Recreation Centre</b>	<b>Post No:</b>	<b>Grade:</b> <b>Up to £28K</b>	<b>Disclosure:</b> <b>Enhanced</b>
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<p><b>Responsible to:</b></p> <p>Bridgend Partnership Manager</p> <p><b>Responsible for:</b></p> <p>For all staff welfare and performance at site responsible for including full time, part time, seasonal, contract and voluntary staff.</p> <p><b>Functional links with:</b></p> <p>All managers within Halo, internal and external partners, Educational Establishments, Sports Development Unit, Public Health, Sport England and the voluntary sector, including customer consultation and customer focus groups, and Senior Management Team members.</p>
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<p><b>Main Purpose of the Job:</b></p> <p>To organise and manage the services and facilities of the Swimming Pool and Leisure Centre to ensure that a safe operation and community and customer lead, financially viable, performance managed service is delivered, with a particular focus on revenue and product growth, improvements to customer satisfaction and cost control.</p>
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<p><b>Main Duties and Responsibilities:</b></p> <ul style="list-style-type: none"><li>▪ To lead, control and co-ordinate those staff under his/her control, including responsibility for Health and Safety, programming and work allocation, including human resource management issues.</li></ul>
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- To transform services and lead excellent collaborative interpersonal relationships in order to achieve business growth and partnership outcomes.
- To constantly review, all the functional operations with a view to maximising financial performance and to develop the services offered.
- To develop and deliver innovative programmes that seek to exploit business development opportunities in order to maximise revenue growth.
- To ensure the delivery of effective and efficient cost control and management for the facilities and activities under the scope of responsibility.
- To be responsible for the management and day-to-day maintenance of those facilities and buildings under his/her control, including liaising with the Head of Technical Services to ensure that the building plant and machinery is maintained and serviced to corporate standards.
- To assist the Partnership Manager in the operational aspects of service delivery and undertake any other duties commensurate with the grade of the post that may be required within halo.
- To co-ordinate the facilities compliance with appropriate health and safety at work legislation including the Health and Safety Executives "Managing Health and Safety in Swimming Pools".
- To manage and maintain the Halo's Quality Management System through continuous development
- To promote Halo's role as a Social Enterprise by supporting initiatives identified at strategic, partner and local level to meet the needs of the Community.
- To identify, develop and deliver a range of local community partnerships with the aim of enhancing community engagement and cohesion including the provision of programmes on offer within the nominated centre.
- This role has been defined as a Senior Manager in respect of responsibilities for Health and Safety. In particular, it is covered by the definition of a Senior Manager for the purpose of the Corporate Manslaughter and Homicide Act 2007.

**Job Activities:**

- To be responsible for programming, promotion and development of services offered at the nominated centres.

- To develop and engage with key groups to ensure that a balanced programme is delivered by the Centre which reflects the priorities of the Trust and actively encourages participation by all sectors of the population.
- To develop and engage with key groups within the community to support local developments and initiatives chairing local forums and meetings as required.
- To review regularly the service provided, set targets and manage performance of all staff.
- To manage and lead all operational staff at the Centre, evaluating and organising workforce requirements, to ensure the most effective use of staffing resources.
- To work as part of the Halo Management Team including attending any partner or corporate meetings as may be required.
- To deal with unforeseen problems or emergencies as necessary, including those occurring outside normal working hours, including being part of the Emergency Call Out Team.
- To undertake and develop and implement My Star Review and Development procedures as required.
- To be responsible for the production of an annual Business Plan / Unit Plan for the centres detailing relevant budgetary and Service Improvement Plans.
- To continually monitor and review the Business Plan and contribute to the Partnership Plan.
- Liaise with nominated Partners in regard to facilities under care.
- To assist and develop new initiatives involving the development of facilities on site.
- To assist and develop programmes in accordance with the values of halo.
- To be responsible for the implementation, monitoring and review of all activity programmes and services offered at the Centre in conjunction with the Senior Management Team.
- To undertake any other relevant and reasonable task that may be required from any members of the Senior Management Team.

Job Holder Name:	Line Manager Name:
Job holder Signature:	Line Manager signature:
Date:	Date:
Prepared By: Simon Gwynne	Date:
Amended By:	Date:

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<p><b>EXPERIENCE</b> (length and type of experience needed)</p>	<p>Leadership and management experience within a multi-function wet leisure centre.</p> <p>Proven track record of delivering excellent customer services.</p> <p>Experience of Health and Safety management within leisure operations environment.</p> <p>Financial and budgetary management experience or the potential acquire knowledge and understanding quickly.</p> <p>Experience of producing budget and workforce plans or the potential to acquire such knowledge quickly.</p> <p>Experience of drafting and implementing business and service improvement plans or the potential to acquire such knowledge quickly.</p> <p>Experience of producing and presenting reports.</p>	<p>Experience of marketing concepts and plans to achieve budgetary estimates.</p> <p>Knowledge of Quest/IIP and other quality management systems.</p> <p>External partner working</p> <p>Experience of community and partnership working .</p> <p>Understanding of Social Enterprise and Local Authority pro grammes.</p>	<p>Application &amp; Interview</p>

	<p>Understanding of effective programming to maximise commercial and community use.</p> <p>Track record of managing teams of people.</p> <p>Ability to effectively lead, manage, motivate and develop staff and build effective teams.</p>		
<p><b>QUALIFICATIONS</b> (minimum qualifications needed, relevant experience may be a substitute)</p>	<p>Recognised Leisure Qualification - CIMSPA level 5 or equivalent.</p> <p>Good standard of education with recognised higher-level qualification.</p>	<p>Quest Internal Assessor.</p> <p>Recognised Health &amp; Safety Qualification - CIMSPA health and safety management.</p> <p>CIMSPA membership</p> <p>DMS or equivalent.</p> <p>FAW AED Pool Plant Operator.</p>	<p>Application Form.</p> <p>Interview.</p> <p>References.</p> <p>Certificates.</p>
<p><b>TRAINING</b> (e.g. particular training already undertaken)</p>	<p>Confident with IT office packages (Microsoft).</p> <p>Appraisal training.</p> <p>Good working knowledge of Health and Safety at work relevant for the role</p>	<p>Quality management systems.</p> <p>Sales training</p> <p>Customer Service</p> <p>Experience of operating Electronic Point of Sale (EPOS) systems.</p> <p>Recruitment and Selection training</p> <p>Disciplinary and Grievance training.</p>	<p>Application Form.</p> <p>Interview.</p> <p>References.</p>

<p><b>SKILLS AND ABILITIES</b> (e.g. written/oral communication, dealing with public, team working skills)</p>	<p>Ability to innovate and find creative and practical solutions to complex problems and to exploit new opportunities.</p> <p>Responds positively to change and helps others to manage the impact of change.</p> <p>Effective and articulate communication skills.</p> <p>Ability to work to deadlines and deliver results where required.</p> <p>Can demonstrate the understanding and awareness of balancing the needs and requirements of different user groups.</p> <p>Dynamic results driven approach and attitude.</p> <p>Determination to succeed, enthusiasm and commitment.</p>		<p>Application Form.</p> <p>Interview.</p> <p>References.</p>
<p><b>OTHER FACTORS</b> (e.g. ability to work outside office hours, physical demands of the job)</p>	<p>Ability to work unsociable hours where required.</p> <p>Maintain commitment and stable performance under pressure.</p> <p>Able to travel freely throughout the county.</p> <p>Appreciation of and can demonstrate commitment to distinctive culture, values and behaviours of Halo Leisure.</p>	<p>Sound understanding of the third sector including social enterprise business models.</p> <p>Understands the political processes and context within which they are required to work</p> <p>Sees trends and provides vision and direction so others see the need for change.</p>	<p>Application Form.</p> <p>Interview.</p> <p>References.</p>

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