

**Company and Role Information Pack**

**Business Systems Project Manager**

**mytimeactive**

**January 2018**

## Introduction

I am delighted that you are interested in finding out more about Mytime Active and the exciting future we have ahead of us.

At Mytime Active we want more people to **Get More Out Of Life**, by getting more active and eating better. We want to do this not just for an individual, or for a family, but also for an entire community, ensuring our services are accessible to as wide a population as possible, so that it becomes the "norm" to live in this way. We do all of this in a way that is financially sustainable, investing any surpluses we make back into the business.

We were established in 2004, born out of the creation of a social enterprise to operate the leisure services for the London Borough of Bromley. As part of a network of similar organisations, we are a Leisure Trust with a difference - expanding into golf, where we are now the second largest pay and play golf operator in the UK and into public health, with a world leading child weight management programme, MEND.

Now in 2018 we are poised to grow. Building on our three strong businesses, with hundreds of thousands of customers, and backed by our sound financial position, we are ambitious to further develop our community approach to wellbeing.

We are looking for exceptional people to join our operations team who will play a leading role in delivering our strategy and realising our ambitions.

Thank you for the interest you have shown in our organisation.

Best Wishes,



Marg Mayne

**Chief Executive**

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## Remuneration

Join us and you get to work for a great company and an ambitious, diverse and future focused wellbeing team. We offer a competitive salary and benefits package including:

**Business Systems Project Manager: £45,000 - £50,000 (dependent upon skills and experience)**

- Stakeholder pension
- 25 days annual leave plus bank holidays
- Free membership to Mytime Active Golf & Leisure for you and one other
- Employee discount & salary sacrifice scheme; and Childcare vouchers.
- Exceptional achievement award scheme

## How to Apply

Please send CV, covering letter and details of current remuneration to **HR.Recruit@mytimeactive.co.uk**

**Closing Date:** 11.59pm – Sunday 11<sup>th</sup> February 2018

**First Interview:** To be confirmed

**Final Interview:** To be confirmed

**Website:** [www.mytimeactive.co.uk](http://www.mytimeactive.co.uk)

Please note: *Priority consideration will be given to Mytime Active employees who are at risk in line with our Management of Change Policy.*

## Our Ethos and Strategy

Our brand is all about **'Getting More from Life'** through eating well, moving more, making new friends and learning new skills. Our accessible facilities, programmes and services keep healthy living simple and fun, and take down the obstacles that prevent people getting involved and coming back for more.

It is important to us that our services should be accessible for everyone, so our philosophy is to be tuned into the local community, and to offer an integrated approach to golf, health and leisure services.

Our strategy is focused on building on our existing business, improving the integration of our services, investing in new contracts, capital assets and product development, and strengthening our infrastructure to maintain efficient and effective performance.

Finally, as a company, we are here for the long term – we charge affordable prices, and we reinvest all the money we make back into our services and facilities in the communities where we operate.

## Background History

Mytime Active was founded in 2004. Originally running leisure services in the London Borough of Bromley, we expanded into golf, where we now run 16 courses, making us the second largest pay and play golf operator in the UK. We also developed public health work, running contracts for Local Authorities and CCGs, as well as owning MEND, the world leading child weight management programme. Our business has also expanded geographically, and we now concentrate our work in Bromley, Central London, Midlands and the South Coast.

Mytime Active now has a turnover of £32m, with a strong balance sheet of £13m net assets, and positive cash flow. We have over 4 million visits to our services every year, and we employ over 1,300 employees across all our business areas and in full time and part time positions.

## **Our Goals and our Business Plan**

In our strategy, we have set ourselves three goals:

1. To improve the wellbeing of our communities
2. To grow so we double our turnover and our cash flow
3. To increase our employee engagement score to 80%.

And to achieve these goals, our business plan is built around the following main themes.

### **Building on Strengths**

We will build on the strengths of our existing businesses and expertise: A decade of high performance in running a large group of leisure centres, a leading position as the second largest golf operator in the UK, an early entrant into the public health market, and owner of a child weight management product that is arguably the market leader in its field.

We will also build on the existing social mission of Mytime Active, by clarifying why we exist, naming the measures by which we define success, and committing to evidence our outcomes. It is explicit that everything we do has to demonstrate positive social impact as well as commercial value.

### **Integrated Offer to Customers**

We will remove the internal obstacles that have prevented integration happening in the past and to make a step change in creating an integrated offer for the customer. We treat customers as members, and take them on a journey through a range of Mytime Active offerings. There is also value in an integrated approach for the public authorities that are our clients, and it chimes with our ambition to improve the overall health and wellbeing across the communities in which operate.

### **Invest and Grow**

Our plan is for growth. Our aim is to double turnover and cash generation and grow our impact. This growth is possible because we already have a solid business with strong cash flows, healthy reserves and substantial borrowing capacity. We believe it would be a waste of the company assets if we did not invest. This strategy provides a framework that prioritises investment across services and geography, as well as establishing clear commercial returns that need to be achieved. We are fortunate in being able to take the long-term perspective, and see this investment corresponding with growth going forward.

## **Strengthen and Consolidate**

Our plan is grounded in realism. We will invest in putting the right systems, infrastructure and people behind us. We have recognised that some of this is currently under pressure, and not robust enough to support future growth.

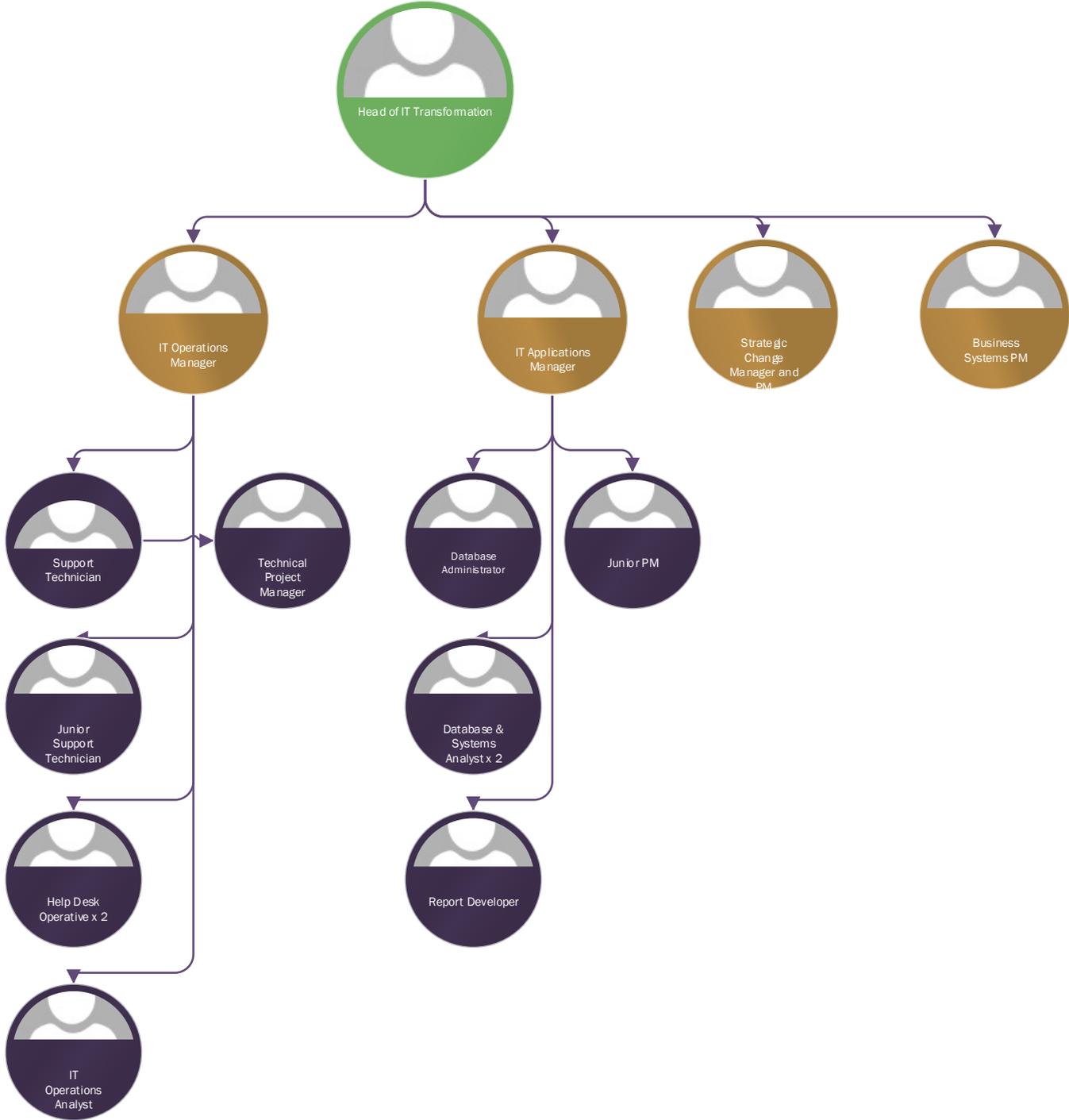
We will also invest in our people and their skills and competencies. We need our people to be a differentiator. Achieving high engagement and high performance is not simply as a "nice to have" but as a focused and realistic response to the competitive people market we are in and our desire to provide exceptional and positive customer experience.

## **Diversity at Mytime Active**

Mytime Active applies its Equal Opportunities Policy at all stages of recruitment and selection. Shortlisting, interviewing and selection is carried out without regard to age, disability, gender, gender reassignment, race (including colour, ethnic origin and nationality), religion or belief, sexual orientation, marriage or civil partnership status, pregnancy or maternity status, trade union membership or other protected characteristics. Those with disabilities meeting the minimum requirements for the post will be shortlisted and reasonable adjustments will be made to ensure they are not disadvantaged during the interview process. Mytime Active embraces flexible working and a positive work life balance and wherever possible seeks to ensure our workforce reflects local demographics.

Structure Governance and Management

IT Organisational Structure



Business Systems Project Manager – what this role delivers for Mytime Active

We need an experienced Project Manager who will hit the ground running. Our business systems are a key component of delivering a brand experience that makes “every interaction a positive one that makes customers want to come back”.

Your technical, people and commercial skills will ensure you make a positive difference every day, enabling operations to get on with the day job of providing excellent customer service.

Alongside your best in class project management skills, you will use your excellent technical and stakeholder management skills to execute Business Systems from initiation to implementation as required and directed by the Programme Director.

You will be pivotal in analysing the current practises, data and processing as well as setting up a framework for the change work needed to fulfil future obligations.

You will have successfully implemented systems in the past such as Gladstone, Gladstone Impact or other similar systems, and hold a track record of managing and mentoring seconded staff on project process and best practice.

Supporting the Head of IT Transformation you will use your track record of managing a number of different streams of work or initiatives with multiple interdependencies to bring our brand experience to life for consumers and clients. Your exemplary standards of time management and change management methodologies will be paramount to our operational and growth strategies.

## **Job Description**

## Main Purpose

- To manage the Business Systems project, implementing the scope as defined, to agreed timescales and budgets.
- The Project Manager will be responsible for taking the Business Systems through from initiation to implementation as required and directed by the Programme Director.
- The Project Manager will be responsible for all aspects of defining, planning and delivering the project with effective governance and decision making coming from SLT.
- The Project Manager will expect to raise Issues and Risks outside of his/her control to SLT for help and resolution.

## Summary of Responsibilities and Duties

1. Project Initiation – preparation of appropriate Initiation documents, including high level scope, plans and budgets, plus benefits
2. Current State Analysis – analysis and documentation of current systems, data and business process
3. Project Planning – plan tasks, resources and costs at a more detailed level and submit for approval to SLT. If, for example, resources are not available as required, then re-plan and resubmit
4. Requirements Gathering – gathering, collating, analysing and documenting all key business requirements
5. Initial solution design/options – define and document potential solutions, highlighting options, business process changes, costs and possible timelines with pros and cons, present to SLT for decision
6. Detailed project planning – once the solution is agreed, revisit the scope, plans (including resources), budgets and benefits. Refine and re-present for approval (project contract)
7. Detailed solution design – based on decision, complete and document detailed design
8. Build – manage the build phase – this may involve taking an off the shelf package, building a new system, interfaces, business process, training and rollout materials
9. Test – plan and execute tests for systems, processes, training material
10. Implement – rollout the new system/processes
11. Measure – complete a project lessons learnt, set up and agree a benefits measurement plan and assign to benefits manager as agreed
12. Communicate – compile and execute a project communications plan in-line with all internal communications methods

13. Manage – day-to-day management of all staff seconded to the project
14. Govern – keep all project documentation up to date, including all Project Controls, chair steering groups and ensure all risks and issues are identified and handled in an appropriate manner, highlighting blockages that are holding up the project
15. Mentorship – act as a mentor to other members of staff in relation to project process and best practise

## **Person Specification: Experience, Skills and Knowledge**

## Skills and Abilities

### Essential

- Ability to work collaboratively with all levels across the organisation
- Excellent communication skills at all levels, clear and confident communicator
- Able to learn quickly and transfer learning into skills and ability
- Competent in Microsoft Office specifically Word, Excel, PowerPoint
- Able to work effectively under pressure and deliver to deadlines
- An innovative problem solver
- Work autonomously but at the same time collaboratively
- Is a completer finisher
- Excellent organisation and time management skills
- Project Management knowledge and skills
- Excellent negotiating and influencing skills
- Mentoring and coaching ability

## Experience

### Essential:

- Implementation of Gladstone, Gladstone Impact or other similar systems
- Previous proven Project Management/delivery experience
- Relevant Project Management qualifications
- Experience of delivering with and through others
- Managing a number of different streams of work or initiatives with multiple interdependencies
- Has worked in a structured environment in an organised and routine way managing a process, key milestones and working to deadlines
- Experience of working off own initiative, taking ownership and owning priorities
- Analytical approach to tasks with a desire to take problems through to resolution

### Desirable:

- Worked in the leisure or wellbeing industry

- Experience of working for a charity or not-for-profit organisation

## Knowledge

### Essential:

- MS office
- How to influence people
- Time Management and organisational skills
- Change Management Methodologies and tools

### Desirable:

- Mytime Active business plan, strategic change programme and change environment
- Mytime Active organisation
- Mytime Active Project Management approach, Project Management process and tools