

## Company and Role Information Pack

### People Services 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 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 People Services 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**

## Contents

<b>Remuneration and How to Apply</b>	<b>4</b>
<b>Ethos, Strategy and Background History</b>	<b>5</b>
<b>Goals and Business Plan</b>	<b>6-7</b>
<b>Job Description</b>	<b>8 - 11</b>

## 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:

**People Services Manager:** £50,000 - £55,000 basic + £3,400 car allowance

- Stakeholder pension
- 25 days annual leave plus bank holidays
- Free membership to Mytime Active Golf and Leisure for you and one other
- Exceptional achievement award scheme

## How to Apply

Please send CV, covering letter and details of current remuneration to [HR.Recruit@mytimeactive.co.uk](mailto:HR.Recruit@mytimeactive.co.uk)

**Closing Date:** 11.59pm – Sunday, 4 March 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 in the area of 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 a "nice to have" but is 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.

## Job Description

### Key Responsibilities and Accountabilities

- Lead, build and develop an outstanding People Services team; ensuring the team is focused on delivering a high quality, customer focused, efficient support to the business;
- Lead, coach and manage the People Services team: conducting regular 1:1, effectively manage team and individual development and performance reviews;
- Engage effectively with People colleagues and wider business stakeholders to fully understand the business requirement of the People Service;
- Act as champion for service excellence and customer interface across the People team;
- Ensure the activities of the People Services team are effectively delivered through an appropriate set of key processes and modern practices, contributing to policy and process reviews as necessary;
- Engage and collaborate with People colleagues and the wider business to develop, implement and continuously review performance metrics, SLAs and reporting criteria relating to the delivery of key People Services;
- Foster a progressive, effective and flexible working environment that allows colleagues to develop;
- Have a comprehensive knowledge and awareness of appropriate legal compliance requirements and apply as appropriate;
- Contribute to development of a People Information Systems and collaborate with IT and Workforce Information and Systems manager to drive the People roadmap, ensuring systems provide an effective platform supporting People processes, including fit for purpose reporting and management toolkits;
- Manage third party providers (e.g. recruitment and benefits), setting SLAs and monitoring performance;
- As a team, work with People Leads and People Management Team to ensure consistent communication and implementation of People initiatives, policy and process across the business;
- Lead and manage People projects from initiation through to implementation;
- Demonstrate and value continuous professional development, seek opportunities to network professionally and extend own knowledge/skills set;



- Overall accountability for the development and delivery of HR activities including strategy, resourcing, training, reward and recognition, performance management, succession, communication and engagement;
- Partnering with both the Strategic Leadership Team, Senior Management Group and HR professionals to manage growth, technical and managerial competence development, organisational and employee performance to ensure the achievement of Mytime Active's strategy based on building, investing and growing;
- Developing and implementing change management initiatives to drive organisational effectiveness and growth;
- Performance management and continuous development of the People Services team;
- First point of contact for all acquisitions and TUPE activity including the delivery of cultural change and employee engagement initiatives.

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

### Essential Skills, Knowledge and Experience

- Previous experience of leading a People Services team including setting team and individual performance objectives, monitoring and evaluating performance deliverables, effective communication and inspiring excellence;
- Solid up-to-date knowledge of employment legislation;
- People Project or programme management experience;
- Excellent interpersonal and customer relationship skills;
- Process excellence knowledge and expertise;
- Solutions driven mind set with the ability to resolve issues entirely, through colleagues or, if necessary, personally to enable delivery to deadline;
- Strong team player with a can do attitude;
- Ability to create and adapt pragmatic, effective solutions that work for the business;
- Strong planning and time management skills, with demonstrable ability to prioritise effectively;
- Confidence in managing People scorecards, developing management information relevant to organisational objectives;
- Experience of HRIS (e.g. SAP, Recruitment Applicant Tracking systems, Learning Management Systems) and competent in the use of IT packages including Microsoft Excel.

### Desirable Skills, Knowledge and Experience

- Experience of Core HRIS;
- Experience of working in a multi disciplined organisation; and
- Operational experience as a People generalist, particularly HR Manager and Senior HR Business Partner.

### Qualifications

- Educated to degree level, or equivalent; and
- CIPD qualified with Professional membership ,as well as committed to continual professional development.

## Conditions of Employment

- Conditional upon health clearance, employment/education references and is exempt from the Rehabilitation of Offenders Act.