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| BH Live: Portsmouth |

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| **Post Title:** Cluster Manager **Post Ref:**  | **Location Base:** Pyramids Centre and Mountbatten Centre  | Reporting To: Divisional General Manager |

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| **1. About BH Live** |
| **We are the south coast’s leading operator of leisure and event venues – a social enterprise that designs and builds engaging experiences to inspire people and enrich lives.** We’re an organisation created to make people’s lives better. We make it easy for local residents and visitors to take care of their health and wellbeing by placing affordable sport, fitness, arts, culture and entertainment within easy reach of thousands of people.Our vision of creating opportunities, inspiring people and enriching lives represents the ambition of:* Encouraging more people to take part in physical activity
* Attracting higher audiences through a diverse range of cultural artistic and community events
* Delivering economic benefit to the locations in which we operate by hosting major conferences, exhibitions and events
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| **2. Summary** |
| The Cluster Manager will have accountability for the day to day operational management of the Pyramids Centre and Mountbatten Centre. This role will report into the Divisional General Manager of BH Live’s Portsmouth Leisure Centres. The Cluster Manager will have accountability for a diverse team across the sites, needing to manage all aspects of staffing as well as being accountable to the customer for the end service they receive. The role will have objectives to: * Effectively manage, lead and co-ordinate the operational teams at the centres ensuring continuity in service provision whilst maintaining delivery of high levels of customer service.
* To have day to day responsibility for operational budgets and performance monitoring.
* To ensure high quality service standards are maintained and continually improved.
* To lead the facilities towards external quality assessment.
* To support the development of a performance culture within the facility.
* Ensure safe delivery of activities across the site through compliance with all health and safety procedures.
* To support the events function in the delivery of large scale events.
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| **3. Main Duties & Responsibilities** |
| * Ensure efficient cost effective front line services are delivered, which meet the needs of customers and supports BH Live principles and to act as a member of the Leadership Team for BH Live.
* Assist the Divisional General Manager, in identifying areas for business development and continuous improvement, and ensure that where possible these initiatives are implemented. This may include drafting a business case and evaluating the benefits/risks of such areas.
* Responsibility for all the people issues involved within the operational team to include the recruitment, selection, training, development and discipline.
* Overall responsibility for both centre teams and direct line management of the staff.
* Develop effective formalised working procedures through covering all aspects of health & safety, including emergency action plans, normal operating procedures and codes of practice, thus ensuring that team objectives are met and reviewed, resulting in continuous improvement.
* Ensure that the customer experience is of the highest quality and to resolve individual issues with staff and customers as they arise.
* To deliver objectives outlined within the centres’ business plans and monitor and review performance through monthly meetings with line managers.
* To work with the Divisional General Manager in assuring the delivery of on target performance at the centres.
* To review systems of operation and continuously looking to make improvements and efficiencies based on industry best practice.
* To provide effective management, leadership and motivation to the team ensuring their skills, knowledge and communication are kept up to date.
* To ensure that the facilities, services and programmes across the centres are regularly reviewed and effectively marketed to maximise income and increase participation.
* To ensure the needs of customers are achieved and the highest standards of customer service is maintained.
* To ensure that health and safety procedures, systems and industry guidelines are adhered to at all times developing good practice within the centres.
* To contribute to the implementation of BH Live’s strategies and models for continuous improvement, i.e. IIP, excellence model, Quest, customer service excellence, BH Live Experience.
* To undertake continuing professional and personal development as considered appropriate by the Divisional General Manager.
* To ensure KPI’s for the service are met and ensure adequate and detailed reporting is carried out for the Director of Sport and Leisure and other key stakeholders.
* To carry out any other duties as required commensurate with the position.

The post holder must be prepared to be flexible in their approach to working to reflect the changing nature of the business. Any five days from seven rostering will apply, including evening, weekend working and Bank Holiday working when required. |
| **4. Skills and Experience – Essential/Desirable Skills** |
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| **Requirements** | **Criteria** |
| GCSE or equivalent in English and Mathematics | Essential |
| Educated to Degree level/Higher Management Qualification | Essential |
| Proven previous practical experience dealing with customers on the front line | Essential |
| Proven previous experience supervising/managing and mentoring teams and individuals within a service industry | Essential |
| Proven comprehensive experience recruiting and selecting staff | Essential |
| Specialist knowledge of the leisure industry | Essential |
| Industry trends and its development | Essential |
| Ability to manage major projects | Essential |
| Ability evaluate and develop the business | Essential |
| Ability to mentor and guide managers | Essential |
| Ability to make decisions in line with policies and procedures | Essential |
| Ability to manage and motivate teams and individuals | Essential |
| Ability to co-ordinate resources for daily operations and major events | Essential |
| Ability to prioritise and delegate tasks | Essential |
| Ability to multi-task | Essential |
| Problem solving skills | Essential |
| Ability to investigate and chair a disciplinary with complete confidentiality and impartial views | Essential |
| Excellent eye for detail | Essential |
| Calm and level headed under pressure | Essential |
| Excellent communicator at all levels | Essential |
| Ability to work unsociable hours | Essential |
| Leadership skills, particularly the ability to motivate and inspire others to "raise the bar” | Essential |
| Passion to provide excellent customer service | Essential |
| A current valid driving licence | Essential |

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Owner: Human Resources