

**JOB DESCRIPTION**

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| **Post Title:** | Cyclopark Operations Manager |
| **Organisation:** | Cyclopark Ltd |
| **Grade/Salary:** | Band scale point 9 - £29,323 |
| **Reports to:** | General Manager |
| **Responsible for:** | Maintenance Manager, F&B Manager & Senior Duty Manager |
| **Job purpose:** | Cyclopark is a charity that operates as a sports and leisure venue. We provide the very best facilities for road cycling, BMX, mountain biking, leisure classes and we have an impressive children’s play park. We are passionate about providing the highest levels of customer service; this requires all our staff to have a positive attitude, the ability to think on our feet and to work well as a team.  Responsible for all aspects of operation and day to day running of the Cyclopark Activity Park, with a strong focus on business development. |
| **Main duties** | The post holder will report to the Cyclopark General Manager and will support strategic outcomes facilitated by delivering positive outcomes within high level senior leadership team projects.  The post holder will work closely with the wider senior team to support in the development and implementation of robust business plans across all areas of the organisation.  Responsible for the safe and efficient operation and use of the Cyclopark facility, including the pavilion building and all external areas.  Assist with the continuous development of staff through implementation of the Learning and Development Plan and performance appraisal, including the setting and monitoring of targets.  Assist with the recruitment of staff.  Working with the Cycling manager with the Coordination and responsibility of all non-Park Fitness programmes of activity at Cyclopark. Including the development and implementation of applicable booking procedures and practices.  Management of allocated budget assisting with budget forecasting and cost planning.  Ensure compliance with Cyclopark’ s Health and Safety Management System and procedures.  Supporting the Marketing & events Manager to improve levels of interest and participation in target sports and activities, including the development of coaching programmes and the achievement of participation performance KPIs. |

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| **Other duties:**  Contribute towards the development and review of the objectives of the Trust ensuring that its goals and values are met.  Develop and ensure a strong customer centric culture and achieving regular improvements in performance.  Represent the Trust, as appropriate within internal and external meetings including public speaking.  In conjunction with the GM and senior management team develop and implement policies and robust reporting metrics as required to maximise organisational growth. |

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| **Demands:**  The post holder must ensure effective delivery of the business growth functions of the Trust.  The post holder will be expected to take innovative approaches to developing and delivery of growth plans and, where, necessary, take immediate action to meet the operational demands of the Trust.  The post holder must be able to engage fully with the Board, Senior Management Team, other partners and customers to ensure effective delivery. |
| **Experience and knowledge:**   * Proven experience of working in a leisure facility or sporting environment. * Experience of the strategic planning process. * Able to demonstrate excellent health and safety knowledge. * Demonstrable experience in financial management. * Experience in staff management and leadership. * Working in partnership with a variety of complex stakeholders. * Experience in sports development. * Working with community groups. * Working with young people and people with disabilities. * Accustomed with safeguarding policies and issues. * Sports coaching. * Understanding of maintenance planning and compliance. |
| **Qualifications:**   * Degree/HND or equivalent in a sports, health or leisure discipline. * First Aid qualification (or may be taken during the probation period). * A teaching qualification and/or a coaching qualification are desirable though not essential. * NEBOSH – H/S certificate. * You may also be considered for this position if you have the equivalent of at least two years relevant experience of working within a similar organisation or service at the required level. |
| **Skills and abilities:**   * Good level of numeracy and literacy. * Report writing skills. * I.T. skills in office software including databases. * Good communication skills in all media. * Demonstrates leadership. * Performance management. * Able to manage a number of work streams and balance a range of priorities. * Familiar with the use of social networks. * Marketing skills. |
| **Personal qualities and aptitude:**   * Initiative. * Good organisational skills. * Determination to achieve and maintain high standards of customer service. * Ability to work well and make decisions under pressure. * Ability to deal effectively with colleagues, contractors and customers. * Flexibility. |
| **Miscellaneous:**   * Ability and willingness to work flexible working hours. * Driving licence and use of a car. * Cover the duties of the General Manager when required. |

**Cyclopark**

**Position:** Operations Manager

**Reports to:** The Cyclopark Trust General Manager

**Salary:** Circa £29,323-£31,750

**Job Type:** Full time, permanent contract – 40 hours per week.

Closing Date: 28th February 2020

**About Cyclopark**

Cyclopark is a charity who offers multi-sports facility offering a range of activities for all ages and abilities from dedicated cyclists to families looking for a great day out.

We provide the very best facilities for road cycling, BMX, mountain biking, leisure classes and we have an impressive children’s play park. We are passionate about providing the highest levels of customer service; this requires all our staff to have a positive attitude, the ability to think on our feet and to work well as a team.

We’re recruiting for an exceptional Operations manager who will be responsible for the day to day operation of this state of the art 24 hectare site.

**About the role**

Responsible for the safe and efficient operation and use of the Cyclopark facility, including the pavilion building and all external areas.

The post holder will work closely with the wider senior team to support in the development and implementation of robust business plans across all areas of the organisation.

Working with the Cycling manager with the Coordination and responsibility of all non-Park Fitness programmes of activity at Cyclopark. Including the development and implementation of applicable booking procedures and practices.

Management of allocated budget assisting with budget forecasting and cost planning.

Ensure compliance with Cyclopark’ s Health and Safety Management System and procedures.

Supporting the Marketing & events Manager to improve levels of interest and participation in target sports and activities, including the development of coaching programmes and the achievement of participation performance KPIs.

**Benefits**

* Excellent Salary.
* Training & Development.
* 25% discount on Park Eat food & beverage.
* Pension Scheme.
* Fee use of Cyclopark products and services.

**How to apply**

For more information please call Simon Jones on 01474 831400

Please apply with a CV and covering letter, stating why your skills and experience make you ideal for this position to [simon.jones@cyclopark.com](mailto:simon.jones@cyclopark.com)