

## JOB DESCRIPTION

<b>Job Title</b>	Head of Leisure and Wellbeing
<b>Job Reference Number</b>	YT2408
<b>Closing Date</b>	Sunday 25 February 2024
<b>Interview Date</b>	Friday 1 March 2024
<b>Location</b>	Hybrid Working – Office and Home
<b>Pay Band</b>	Band 8a, £44,625 - £49,969 per annum (pro-rate for part time)
<b>Hours of Work</b>	37 hours per week
<b>Accountable To</b>	Director for Operations, Commercial & Wellness and Deputy CEO
<b>Accountable For</b>	Leisure Team / General Managers, Aquatics Manager and Senior Membership Consultant
<b>Special Conditions</b>	The post-holder is expected to be flexible to ensure that the needs of the business are met at all times and evening, weekend and Bank Holiday working will be required as directed by the service. All positions are subject to a DBS Check appropriate to the role.

### 1. PURPOSE OF THE JOB

To lead the strategic development, management, delivery and have overall financial responsibility of the Your Trust leisure and wellbeing portfolio including four leisure centres across the Borough of Rochdale, the aquatics offer and the Membership Team and ensuring the wide range of programmes closely meet the needs of local communities, engage wider partners and stakeholders and closely align with the charity's vision, priorities and objectives.

### 2. DUTIES AND RESPONSIBILITIES

- a) To provide effective management and leadership of the Leisure and Wellbeing Service to ensure the planning and delivery of services is in accordance with the Your Trust Strategic Plan and Your Trust policies and procedures;
- b) To provide clear leadership to ensure a positive working environment with a focus on inspiring, enabling and engaging other to deliver results in line with the Trust's Strategic Plan and Objectives;
- c) To work in partnership with the Head of Active Health and Wellbeing to ensure the facilities, programming and services match the need of the place, specifically in relation to local circumstances and demographics;
- d) To ensure the Leisure and Wellbeing Service is responsive to community need and provides a comprehensive range of services and programmes, built on local insight, data

and evidence and is reflective of and provides opportunity for, people of all ages, backgrounds, abilities and protected characteristics;

- e) To develop and maintain effective networks and partnerships which enable co-production, decision making and collaboration with partners, stakeholders, local businesses, the voluntary sector and communities across the wider system;
- f) To proactively seek opportunities to improve ways of working and to consider innovative ways to review services to ensure continuous improvement;
- g) To lead on the delivery of a range of investment opportunities and capital programmes within the Service including maximising use of digital and ICT opportunities;
- h) To ensure financial resilience of the Leisure and Wellbeing Service, making best use of and responding to opportunities to maximise income and deliver value for money through partnership and collaboration;
- i) To manage budgets and resources, set targets and KPI's and have full responsibility for the P&L account across the Leisure and Wellbeing Service to ensure they are deployed effectively with robust internal controls to delivery outcomes and objectives which demonstrates value for money and our impact on our customers;
- j) To manage the Leisure and Wellbeing Service in accordance with all statutory and regulatory guidelines ensuring effective delivery of services and ensuring PPM compliance and systems are in place;
- k) To ensure compliance with all health and safety policies and guidance ensuring the required mechanisms and systems are used to support the promotion of a culture of good health, safety and welfare;
- l) To follow and ensure adherence to all GDPR and Data Protection Policies and Procedures in accordance with relevant legislations and to ensure the Leisure and Wellbeing Service has robust mechanisms in place to protect the personal data of employees, members of the public and customers;
- m) To recruit, lead, engage and coach Team Members with the aim of developing skills and knowledge through a culture of learning, collaborative working and excellence to build a culture of high performance;
- n) To have overall responsibility for the development, management and review of the Leisure Quality Management System (QMS) and the Net Promoter Score Platform (NPS), ensuring robust governance and reporting compliance;
- o) To ensure the effective delivery of the Fitness Strategy, Aquatics Strategy and Your Trust Strategic Plan across the Service;
- p) To lead on ensuring the Leisure Centres gain and/or maintain QUEST accreditation annually and to support the development, management and ongoing delivery of our

Direct Debit Collection Service;

- q) In conjunction with the Marketing Team and the Head of Active Health and Wellbeing, develop and deliver an annual plan to actively promote the Leisure and Wellbeing Service (including new member acquisition), to tell our collective customer stories and promote our environmental and sustainability story and how we can influence change;
- r) To ensure all Staff follow the Trust's Safeguarding Policy and Procedures, ensuring the promotion of the welfare of children, young people and vulnerable adults across the service and to be a Designated Safeguarding Officer;
- s) To represent and advocate for the Trust including giving presentations, public speaking and deputising for the CEO or Senior Leadership Team as required.

### **3. ADDITIONAL DUTIES**

- a) Data Quality - To ensure that Your Trust policy and procedures in respect of GDPR and Data Quality are adhered to consistently and at all times in respect of any data collected or used in the planning and delivery of services.
- b) Equality & Diversity - To work in accordance with Your Trust policy and procedures relating to the promotion of equality and diversity and to ensure that these are effectively and pro-actively applied in the delivery of all facilities and services.
- c) Health, Safety and Welfare - To be responsible for the health, safety, and welfare of self and other persons who may be affected by job holder's actions or omissions whilst at work. Additionally, be responsible for maintaining and implementing the requirements of the Health and Safety at Work Act and for the execution of any duties and responsibilities attached to the job within the company's health and safety policy and procedures. A high standard of personal hygiene and personal presentation is required at all times.
- d) Performance Management - To promote and practice a performance management culture within all facilities and services, including the setting and achieving of team and individual performance targets and the implementation of robust monitoring, evaluation and reporting systems.
- e) Relationships - To promote positive working relationships with all internal and external parties.
- f) Training and Development - To participate in any training initiatives in relation to the duties of the post and ensure that personal qualifications are kept valid via attendance on training as provided by the service as reasonably practicable.

## PERSON SPECIFICATION

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<b>Job Reference Number</b>	YT2408

### Note to Applicants

The **Essential (E)** criteria are the qualifications, experience, skills or knowledge you must show you have to be considered for the job.

The **Desirable (D)** criteria are used to help decide between candidates who meet all the Essential criteria.

If the **Identified By** column says **Application Form (A)** you must include in your application information to show how you meet the criteria using examples from paid/voluntary work or Education. If the column says **Interview (I)** this will be discussed at this stage.

Qualifications and Experience	Essential / Desirable	Identified By
Qualified to degree level or equivalent in a relevant subject or qualified via experience	E	A / I
Proven and successful experience of managing a leisure or physical activity service	E	A / I
Experience of leadership and effective management of large budgets and operations within tight financial circumstances and/or competing priorities	E	A / I
Experience and competence in business planning including the delivery of a balanced programme of activities, the evaluation and continuous improvement of services, delivery of Performance Indicators and the assessment of achievement against these	E	A / I
Experience of working to cross cutting themes in addition to working towards the achievement of service specific objectives	E	A / I
Proven and successful experience of managing and inspiring staff across multiple disciplines and locations including motivating, setting targets and managing individuals and teams	E	A / I
Experience in a leadership role involving effective management of systems and policies	E	A / I
Experience of managing health and safety and statutory compliance at facility level as a minimum	E	A / I
Experience of managing a varied workload in a fast pace diverse environment	E	A / I
Proven experience and evidence of leading change programmes	E	A / I

Qualifications and Experience	Essential / Desirable	Identified By
Hold IOSH Working or Managing Safely or demonstrate commitment and ability to achieve within 3-6 months	E	A / I
Member of a relevant professional body	D	A / I
Have an understanding of the health and wellbeing / cultural / not for profit sector	D	A / I

Skills and Knowledge	Essential / Desirable	Identified By
Proven ability to develop positive relationships with stakeholders, partners and members of the public effective management of compliments and complaints	E	A / I
Ability to develop, oversee and manage delivery of a full programme of leisure and wellbeing projects	E	A / I
Excellent understanding of best practice in relation to the delivery of leisure and wellbeing services	E	A / I
Ability to think strategically and creatively with excellent analytical skills	E	A / I
Flexible and adaptable to changing demands and new challenges including ability to analyse problems, situations and information, think laterally and present creative solutions	E	A / I
Sound understanding of the barriers to participation in leisure and wellbeing activities	E	A / I
An ability to feed into and translate into action the overall commercial business strategy and objectives including the ability to influence business decisions at management level	E	A / I
Excellent communication; both oral and written including report writing and proof reading and excellent interpersonal and negotiation skills	E	A / I
Excellent IT skills (Word, Excel, Outlook, PowerPoint)	E	A / I
Excellent time management skills	E	A / I

Special Working Conditions	Essential / Desirable	Identified By
Able to work flexibly including evenings, weekends and Bank Holidays	E	A / I
Demonstrate commitment to Your Trust Values of Curiosity, Passion and Trust	E	A / I
High standards of personal presentation and appearance	E	I
Full UK driving licence or ability to travel around the Borough and wider Greater Manchester Region	D	A / I

<b>Post Holder Name</b>	
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<b>Post Holder Signature</b>	
<b>Date</b>	

Version: January 2024

Completed By: Director for Operations, Commercial & Wellness and Deputy CEO