

# JOB DESCRIPTION

## POSITION DETAILS

<b>School/Department/Directorate</b>	Marjon Sport & Health
<b>Job Title</b>	Marjon Sport & Health Operations Manager
<b>Grade</b>	Grade 6
<b>Reports To</b>	Director of Sport & Physical Activity
<b>Responsible For</b>	<p>Sport Centre Team:</p> <ul style="list-style-type: none"> <li>• Duty Manager x1 (Pool &amp; Facility Maintenance)</li> </ul> <p>Hourly paid staff below</p> <ul style="list-style-type: none"> <li>• Leisure Assistants</li> <li>• Fitness Instructors (non class instructors)</li> <li>• Lifeguards</li> </ul>

## THE POST

The Sports Centre Department is to be recognised as providing exemplary service within and outside of the University sector.

The Operations Manager will work as part of the management team within the Sport Centre to provide a professional, customer focussed, cost-effective and environmentally sustainable service to support the University core objectives, Growth Plan, vision and values.

The postholder will line manage a Duty Manager and support the majority of the casual staff that are part of the Sport Centre team to ensure the smooth running of the Sport Centre in line with the university's values. The postholder will work cohesively with the Sports Facilities & Events Manager to ensure that all staff are operating in line with procures set for the department and the values of the University.

The postholder will ensure compliance with HSE, PEWTAG, RLSS, SIMSPAR regulations & the Swim England governing body programme.

## MAIN RESPONSIBILITIES

- To lead the Sport Centre team in delivering a professional, efficient, customer focused services that complies will all necessary policies, legal and audit process requirements in relation to operational commitments.

- To be responsible for the management and supervision of the Facilities of Marjon Sport & Health indoor and outside facilities, including workload planning, rotas, allocation of tasks and training as required.
- Manage all maintenance contracts relating to the Sports Centre services and equipment, ensuring the best possible value for money and service and that inspections are undertaken, and actions taken. A key area of this is to manage and keep accurate records for budgetary spending for the swimming pool and plant room.
- To lead on the University's supplier for staff uniform ensuring financial regulations are adhered to and in joint working with the same supplier for student kit.
- To ensure that Marjon Sport and Health is Quest accredited by 2025.
- Joint responsibility with the Director of Sport & Sports Facilities & Events Manager to ensure the Sports Centre's Health and Safety policies ensuring facilities are to the highest possible standard and that risk assessments are in place with supporting documents such as Pool Operating Procedures/Emergency action plan.
- Work cohesively with the SF&E manager and Director of Sport to ensure the Sports Centre Budget is prepared through the annual planning process, working within resources for expenditure and to ensure that commercial income opportunities are maximised.
- To stay abreast of any regulatory requirements and new developments relating to sport and leisure, particularly in relation to legislation, new guidelines and trends and disseminate this information to all staff in the Sports Centre such as data protection guidelines and Sport England guidelines.
- To act as a back up key holder for the Centre and be responsible for opening and closing of the building when required.
- Liaise with the Duty Managers and other relevant teams to ensure the effective delivery of all sport and recreation activities to the highest standard possible. Ensuring Health and Safety is at the fore front of the day to day running of the facility.
- To be responsible for leading a customer focused service, ensuring the highest standards are maintained in its delivery by sport centre staff, giving a positive reflection of the University.
- Ensure that staff, public and students, queries and concerns are addressed promptly, investigating complaints to a satisfactory conclusion.
- Lead on staff meetings/briefings and the key communicator of information to the team.
- To assist with the configuration and administration of the sport centre computerised system, in relation to maintenance booking slots and temporary closure of areas for inspections and external contract work.

- To input the Academic timetable into the sport centre computerised system with the Sports Facilities & Events Manager as and when updated by the university timetable unit and Lectures, to ensure the smooth running for Lectures and students. Leasing with the SF&E manager to look at potential clashes and find resolutions to ensure we maximise session times for all.
- Responsible for completing staff rotas using the minimum staffing levels to ensure bespoke efficiency and ensure necessary safety levels are maintained. To budget and action monthly timesheets ensuring accurate records are maintained for auditing purposes.
- To manage new staff vacancies, including job adverts, short listing and interviewing. Complete staff inductions and training, probation reviews and performance and development reviews, to ensure a high standard is met in compliance with the values of the university.
- To manage annual leave, flexi and closure days. To maintain a record of sickness for staff and carry out return to work interviews and sickness absence reviews where appropriate.
- Ensure all P&P's and PSOP's for the sport centre are accurate and in date, and Lifeguard staff are trained and monitored to the required standards.

## SPECIAL FEATURES

1. From time to time you may be required to be available as an out of hours contact for emergency situations within the Sports Centre.
2. You will be required to work around the needs of the business and events calendar this could include evening and weekend work.

## MISCELLANEOUS

You are responsible for:

1. Applying the University's Equal Opportunities Policy in your own area of responsibility and in your general conduct.
2. Promoting high levels of customer care within your own areas of work
3. Assessing the training and development needs of each member of departmental staff to ensure they are adequately supported in relation to their work responsibilities
4. Engaging with the University's commitment to delivering value for money services that optimise the use of resources and therefore should consider this when undertaking all duties and aspects of your role
5. Engaging with the PDR process in relation to the setting of your own objectives with your manager to assist in the monitoring of your performance. In addition, you are expected to deliver the PDR process for your departmental staff and set appropriate objectives to assist in performance monitoring and the development of the individual.
6. Undertaking other relevant duties commensurate with the grade of the post as may be assigned by the Manager in agreement with you. Such agreement should not be unreasonably withheld.

In order to be shortlisted you must demonstrate that you meet all the essential criteria and as many of the desirable criteria as possible. Where we have a large number of applications that meet all of the essential criteria, we will then use the desirable criteria to produce the shortlist.



All disabled candidates who meet the minimum essential criteria will be included on the shortlist.

## REVIEW

This is a description of the job at the time of issue. It is the University's practice periodically to review and update job descriptions to ensure that they accurately reflect the current nature of the job and requirements of the University and to incorporate reasonable changes where required, in consultation with the job holder.



# PERSON SPECIFICATION

Criteria	Essential or Desirable
<b>Qualifications, Experience and Knowledge</b>	
Educated to degree level or equivalent	Essential
A recognised qualification in Pool Plant and RLSS Trainer	Essential
A minimum of 3 years experience in a management position within the Sport & Leisure industry	Essential
Completed relevant Industry training in Health & Safety, Manual Handling & Legionella.	Essential
Significant experience of working in Facilities / Site Management	Essential
Demonstrable experience and of completing building inspections, priorities work and handling a challenging workload	Essential

Demonstrable experience of managing planned preventative maintenance programmes, developing process and systems	Essential
Demonstrable experience of line managing a team of people	Essential
Good IT skills, e.g. word, spreadsheets, emails, use of internet and bespoke in house IT packages.	Essential
Good knowledge of H&S legislation, Fire Management, COSHH, Risk assessment, Asbestos Management & Legionella Management.	Essential
Experience of managing Facilities databases, BEMS	Desirable
Experience of implementing sustainable and environmental initiatives	Desirable
Experience of working in Higher Education Environment	Desirable
CIMPSA accreditation	Desirable
<b>Skills and Abilities</b>	
Ability to work with a minimum level of supervision determining own work schedule and taking the initiative in prioritising tasks, whilst maintain a strong team presence within the wider team	Essential
Ability to use appropriate judgement to seek and clarify detail where appropriate.	Essential
Ability to solve a range of problems by responding to varying circumstances, whilst working within standard procedures.	Essential
Ability to motivate, manage and inspire your team.	Essential
Initiative to plan and deliver works with minimal disruption to the University Operation, within budget and time frame.	Essential
Multi trade experience & knowledge with the ability to carry out initial assessments and appropriate action. Taking all due care and ensuring all assessments, H&S, Welfare, COSHH etc. are undertaken and addressed during the process.	Essential
Strong communication skills and the ability to inspire confidence in customers from the advice given and commitment to task.	Essential
<b>Personal Attributes</b>	
Willingness to contribute to team efficiency through sharing information and constructively supporting others.	Essential
Personal resilience and the capacity to work effectively and stay calm under pressure.	Essential
A commitment to working in line with the University's values	Essential

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