# JOB DESCRIPTION AND PERSON SPECIFICATION

JOB TITLE: Senior Customer Services Manager

REPORTING TO: Operations Manager

## ROLE PURPOSE:

To actively support the Head of Operations in all aspects of the Arenas operation. To meet user expectation by managing, leading and developing a team which ensures all aspects of facility operation and customer service are delivered effectively, efficiently and safely.

## KEY ACCOUNTABILITIES:

- To take direct responsibility for the motivation and performance of all CSM's, Arena Attendants, Receptionists, cleaning staff individually and as a team.
- To plan and organise all shift rotas for all operational staff to ensure shift traceability and safe, effective staffing levels at all times.
- To take responsibility for the development of the Arena's Normal Operating Procedures, Emergency Action Plans and to ensure that these standards, systems and procedures are implemented, adhered to and followed at all times.
- To ensure that the Arena is operated and maintained to the highest standards and complies with current Health and Safety policies, guidelines and meets appropriate legislative requirements
- To ensure that all facilities, equipment and services are clean, safe, fit for purpose and are ready to be used as required.
- To monitor and plan indoor climatic conditions via the Arena's Building Management System and ensure that the building is operating as effectively and efficiently as possible.
- To ensure that the building is properly opened and secured at the end of each working day.
- To supervise and programme the letting services operated by Bolton Middlebrook Leisure Trust including co-ordinating bookings, events and the associated administration process's.
- To support all staff in contributing to a positive working environment.
- To ensure the highest possible standards of front of house service is delivered in an effective, efficient and professional manner.
- To ensure that the Arena is fully compliant with safeguarding legislation and meets best practice and appropriate legislative requirements
- To manage, plan and co-ordinate all events that are hosted at Bolton Arena including liaising with relevant licensing bodies and Safety Advisory Groups.
- To satisfactorily undertake such training and development as the Company might feel is appropriate to the ongoing requirements of the position.
- To undertake other legitimate tasks or project work.

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PERFORMANCE INDICATORS:

- To achieve targets set by the Head of Operations.
- To achieve motivated and diligent staff team.
- To achieve improvements in quality
- To improve Health and Safety standards throughout the facility.
- To maintain accurate records.
- To achieve positive customer feedback.

PERSON SPECIFICATION:

1. Experience and Qualifications

Essential

- Relevant Sports/Leisure management qualification.
- Minimum five years' experience of leisure facilities operation and management.
- Strong working knowledge of Health and Safety issues.
- Excellent team leadership and staff management skills.
- Full knowledge and experience of customer care and quality systems.

Desirable

- Computer literate (preferably with leisure software).
- Hold a National General Certificate in Occupational Health and Safety or similar.
- Staff training experience
- Designated safeguarding Lead certificate/training

## 2. Skills

- Numerate and articulate with attention to detail
- Good communication and interpersonal skills.
- Reliable and exceptional timekeeper.
- Quality systems orientated.
- Excellent customer service skills.
- Genuine passion for innovative and creative operations management.
- Motivational Team leader and team player.
- Good organisational and planning skills.
- Ability to work under pressure.
- Confident, enthusiastic and a good sense of humour.

TERMS OF SERVICE:

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| Salary – | circa £ dependent upon age qualifications and experience |
| Terms & Conditions of Service – | Full terms and conditions of appointment will be supplied to the successful candidate. |