

JOB DESCRIPTION

Job Title: General Manager - Permanent

Salary range: £35,000 - £45,000 per annum FT or FT pro-rata'd

Reports to: Board of Trustee's, Carn Brea Leisure Centre Trust

Purpose of job:

The post holder will be responsible for leading the established CBLC team, taking the reins following a period of interim Management assistance following the COVID pandemic and working towards a developing and sustainable future, leading and motivating a the team to increase revenue, engagement and retention rates, maintain excellent customer service and explore opportunities to grow and change the business in line with the directions and expectations of the Trustee's.

Main duties and responsibilities:

To be accountable for ensuring the delivery and management of Carn Brea Leisure Centre Trusts facilities in a professional manner whilst adhering to all relevant policies, processes and procedures in order to achieve the aims and objectives.

To work with centre teams to meet the customer needs whilst mindful of ensuring financial viability is maintained.

To support the development and implementation of business plans and KPI's, and work with centre teams to achieve all targets set.

To work collaboratively with external groups and particularly with the local authority to work towards the long term aims of the facility and indeed the needs of the wider community.

To assist as needed in the preparation of annual budgets for the CBLC, report on to the Trustee's and indeed be accountable for business performance as far as is reasonable and update at monthly Board meetings.

To develop a marketing plan and strategy to dovetail into the business plan and ensure that engagement and footfall are grown.

To provide visible leadership to the centre teams on a day-to-day basis.

To provide oversight and sign off duties for all elements of financial transactions to ensure both Audit process and Charities Commission filing are satisfied.

To ensure as far as is reasonably practicable, that all centre is maintained to the highest standards of safety, cleanliness.

To review and develop the individuals within the team to ensure a content and cohesive workforce capable of consistently delivering to the need of the customer and the business.

To ensure all areas of statutory training are met and recorded

To manage Health and Safety for all staff and users

PERSON SPECIFICATION

Education, Qualification and Training Essential:

Degree and/or equivalent and appropriate professional qualifications

Supported by relevant experience

Knowledge Essential:

Good level of understanding in leisure/leisure management, fitness, community engagement and services.

Knowledge of key performance indicators, their application and how they can be used to affect improvement

Good level of understanding of Health and Safety, Employment legislation, financial protocols, management accounts, budgets, cashflow, recruitment and development, conflict resolution and training.

Experience Essential:

A strong record of leading the business development, staff management and delivery of successful customer facing services in a relevant environment.

Managerial experience acquired across a number of settings.

A proven record of consistently delivering aims and objectives of the business in line with budget and expectations.

Good track record of creating and managing change to where needed to effect positive outcomes.