

# EXETER CITY COUNCIL

## Job Description

<b>JOB TITLE</b>	:	<b>Centre Manager</b>
<b>GRADE</b>	:	<b>J</b>
<b>POST NO</b>	:	
<b>DIRECTORATE</b>	:	<b>Culture, Leisure &amp; Tourism</b>
<b>UNIT</b>	:	<b>Culture, Leisure &amp; Tourism</b>
<b>REPORTS TO</b>	:	<b>Service Lead, General Manager</b>
<b>RESPONSIBLE FOR</b>	:	<b>Duty Managers, Leisure Centre Staff</b>
<b>LIAISON WITH</b>	:	<b>General Manager, Leisure Centre Staff</b>

### MAIN PURPOSE

The post holder will be responsible for ensuring that the centre performs and achieves their potential in terms of sales, margin, service offering and operational standards.

They will have a proven track record of working to ambitious KPI targets and have knowledge with all financial aspects of managing a centre.

The post is responsible for liaising with the General Manager, Duty Manager Team, and Centre teams as well as other officers of the Council, councillors, contractors, and members of the public

### MAIN DUTIES & RESPONSIBILITIES (MDR)

1. To ensure the safe operation of the Leisure Centres in a professional manner and in accordance with all relevant policies, processes and procedures to achieve the Council's aims and objectives.
2. Ensuring that all centres are maintained to the highest possible standards of safety, cleanliness, security and operational effectiveness and efficiency.
3. Assisting the General Manager in preparing the annual budget for the centre and managing and monitoring the annual budget; checking and analysing expenditure and income, resolving any queries and bringing anomalies to the attention of the General Manager.
4. To support the development and implementation of centre business plans and KPI's and work diligently to achieve all targets and outcomes set.
5. To work with centre team in the formation and implementation of a varied programme of activities that balances financial viability with serving community needs.
6. Ensuring there is an effective and efficient staffing structure and that staff are effectively deployed across your centres.
7. Providing visible leadership to the centre teams on a day to day basis, ensuring performance is

optimised, work is carried out to a consistently high standard and policies, processes and procedures are adhered to.

8. Take responsibility for customer comments and complaints that are escalated from the centre teams and handle them courteously and professionally, with issues being recorded and escalated if necessary, to the General Manager.
9. To ensure customers are provided with a pleasant, safe environment by ensuring team members carry out their duties and comply with all safe systems of work, as defined in the Normal Operating Procedures.
10. To ensure your Centres are opened and closed down in accordance with procedures and secured at the end of the operating hours.
11. To undertake performance reviews for relevant team members on an annual basis ensuring feedback on performance is given regularly in line with the policy and procedures.
12. Communicate effectively with the General Manager on matters relating to the performance of the centres. Communicate regularly with the centre team to ensure they are informed and involved in the operation of the centre.
13. The post holder will be expected to attend training and call outs whenever reasonably practicable.
14. To undertake any other duties which are commensurate with the role in support of Exeter's place based brand 'Exeter Live Better'.

**DATE LAST UPDATED:** March 2021

# Person Specification

**JOB TITLE** : Centre Manager

**GRADE** : J

**POST NO** :

**DIRECTORATE** : Culture, Leisure & Tourism

**UNIT** : Culture, Leisure & Tourism

## Qualifications & Knowledge

Criteria	Essential/ Desirable (E/D)	Method of Assessment
A relevant degree or equivalent and appropriate professional qualifications and/or relevant experience.	E	A,C,I,R
Knowledge of key performance indicators, their application and how they can be used to affect improvement.	D	A,C,I,R
Up-to-date knowledge of developments in leisure / leisure management, fitness, community engagement, community spaces and services.	E	A,C,I,R
A sound understanding of financial control, budgets and monitoring. The ability to manage a complex budget, effectively deploying and maintaining resources.	D	A,C,I,R
Knowledge of Health & Safety and other legislation, such as Employment, DDA etc., that affects the running of a Leisure Centre.	E	A,C,I,R
A current National Pool Lifeguard Qualification	D	A,C,I,R
Pool Plant Operator Certificate	E	A,C,I,R
First Aid at Work Certificate	E	A,C,I,R

## Special Requirements & Skills

Criteria	Essential/ Desirable (E/D)	Method of Assessment
Proven extensive, effective leadership and management at a large venue(s) and of multiple teams.	E	A,I,R
Experience of creating, developing and implementing strategies to affect change and improve service quality.	E	A,I,R
Evidence of achieving results and making change happen through leadership and influence.	E	A,I,R
To be able to work flexibly with a level of autonomy and decision-making confidence. Commercial awareness which translates into contributing to a successful and financially viable operation.	E	A,I,R

<b>Criteria</b>	<b>Essential/ Desirable (E/D)</b>	<b>Method of Assessment</b>
A passion for the industry demonstrated through continuous professional development.	E	A,I,R
	E	A,I,R

**Other**

<b>Criteria</b>	<b>Essential/ Desirable (E/D)</b>	<b>Method of Assessment</b>
Computer literate and comfortable using Microsoft Office365 applications. Experience of Leisure software packages, e.g. Legend, CoursePro.	E	A,I,R
A demonstrable commitment to equal opportunities & customer care.	E	A,I,R
Able to travel and work at other sites, mostly within the city.	E	A,I,R
Able to cover sickness and leave, often at short notice.	E	A,I,R
Availability to act as a key holder for out of hours call outs.	E	A,I,R

**CATEGORY: A:** Application, **C:** Certificates, **T:** Testing, **I:** Interview, **R:** References.

**COMPLETED BY :**  
**DATE :** March 2021