



JOB TITLE **Director of Operations**

REPORTING TO **Chief Executive**

PURPOSE OF ROLE

As a member of the Leadership team, contribute to the strategic development, monitoring and review of Active Luton's activities and services.

Provide strategic and operational oversight of Active Luton's leisure/sport facilities and their service delivery teams to ensure that they deliver high quality services in line with regulatory and contractual requirements.

Provide leadership and direction on the corporate Health and Safety agenda, and ensure that Active Luton meets its statutory obligations in all aspects of Health and Safety.

Creating and delivering a focussed Energy, Net Zero and Environment strategy and plan that can be implemented at all levels of the business.

Identify opportunities to generate additional revenue through selling services or saving costs through operational efficiencies. Take the lead on major procurement projects across Active Luton to optimise the use of resources.

KEY RESPONSIBILITIES

Functional

- Shape, promote and exemplify desired departmental and Active Luton values and culture.
- Ensure that a high quality service is provided in all Active Luton premises at all times, taking responsibility for standards of customer care and resolution of complex comments and complaints received from customers, partners and stakeholders.
- Co-ordinate the Planned Programme of Maintenance Schedule from the annual investment strategy for all sites, ensuring strong links and positive working relationships are maintained with the Council's Capital and Asset Management Division.
- To be accountable to the Chief Executive and Board of Trustees for ensuring that the Trust fully meets its responsibilities under Health, Safety and Welfare of Work legislation and supporting regulations for both staff and customers. To ensure that the Active Luton Health and Safety Policy and procedures are effectively implemented and kept under review in consultation with staff and staff representatives, implementing training requirements as appropriate.
- Take the lead on major procurement projects across Active Luton, advising and supporting colleagues as appropriate in how to follow a cost-effective procurement process.

- Take responsibility for the management and development of all internal quality systems including health and safety and environment and sustainability and associated Performance Improvement Plans. Lead on continuous improvement strategies.

Leadership

- Active Luton leaders will identify potential for synergies across the business and build commitment to achieve shared goals.
- Drive and deliver a culture that emphasises continuous improvement, efficiency and value for money.
- Promote the work of the department and play an active role in supporting Luton's values and culture to support the community.
- Ensure that all service functions are delivered within and to budget, and that effective, proactive medium term financial and service strategy is in place to increase impact, reduce net costs and achieve outcomes.
- Provide leadership and direction to the Operations team. Ensure that appropriate performance standards are set, and that managers and employees are achieving them, using the appropriate policies and procedures to support good performance, attendance and motivation.
- In collaboration with the Director of Education, Training and Development, ensure that personal development and training plans are in place for the team, to support training and career development, and to ensure that all regulatory, health and safety and professional standards are being maintained.
- To benchmark with other high performing organisations to ensure continuous learning and sharing of best practice with others.
- As requested, to act as the Deputy Chief Executive, ensuring smooth operations and business continuity in the absence of the Chief Executive.

Business development

- Proactively identify and exploit opportunities to generate additional income for Active Luton through grants, service contracts or new business, working closely with the appropriate leadership team colleagues to develop and implement new initiatives and revenue streams.
- Ensure that the team meets reporting deadlines for funders/partners/in line with Service Level Agreements.
- Oversee the marketing of activities within facilities, liaising with the Director of Marketing and Business Development to ensure a co-ordinated approach.
- To work with the finance team to analyse the impact of service changes and identify potential for increasing margins.

External focus

- On behalf of Active Luton, manage strategic relationships with other agencies, partners, stakeholders and statutory bodies.

CONTEXT

The post holder will represent Active Luton where appropriate.

This post provides leadership in specified areas and provide guidance and initiate appropriate action to ensure implementation at a local level, meeting the needs and working with the assets of Luton's population.

This post is responsible for identifying, developing; promoting and marketing Active Luton's various brands in order to lead to increased and sustained income generation and support Active Luton's aim of increasing participation in sport and physical activity amongst Luton's diverse community within Government Initiatives and Active Luton's Objectives.

The post holder will be required to take account of local, regional and national initiatives, undertake research and consultation, secure community and business engagement to create effective partnerships that promote and market Active Luton as a brand of choice in order to promote and support the value of sport in contributing to wider business plan.

The post requires sensitivity and from time to time the post holder may have to deal with members of the public who are distressed and emotional about their health. The post holder will also present complex, sensitive or contentious information.

The post holder will lead in the strategic design and development of Active Luton's business plan and initiatives.

The nature of the work undertaken by this post holder means that some out of office working is required on a regular basis.

DIMENSIONS

Financial: Monitor leisure centre budgets of c £7.0M

Staff: 250 Operations Staff

Physical Resources: Sports Centres x 6 (including Athletics, Golf and 4 pools)

Work Environment: Normal office environment with remote working on regular basis.

Person Specification

This acts as selection criteria and gives an outline of the types of person and the characteristics required to do the job.

Essential (E) :- without which candidate would be rejected

Desirable (D):- useful for choosing between two good candidates.

Please make sure, when completing your application form, you give clear examples of how you meet the essential and desirable criteria.

Attributes	Essential	How Measured	Desirable	How Measured
Experience	Highly successful track record and background of consistent achievement as a senior manager including strategic management of transformation programmes, operational performance and financial budgets.	1, 2	Some experience of working in a charity or similar environment.	1, 2
	Substantial experience of effective working with a broad range of partners and stakeholders from the community, local government and businesses.	1, 2		
	Substantial management experience in Leisure Management.	1, 2		
	Substantial experience of performance management within a Leisure Management environment.	1, 2		
Skills/ Abilities	Excellent communication, presentation, influencing and negotiating skills.	1, 2		
	High quality writing and verbal skills, with the ability to present issues clearly, concisely and accurately and present recommendations for future action.	1, 2		
	Able to interpret and prepare complex reports.	1, 2		

	<p>Able to monitor and forecast budgets and identify possible funding opportunities.</p> <p>Able to meet strict and often conflicting deadlines by planning and organising own and others workloads.</p> <p>Decisive and able to exercise sound and considered professional judgement to solve complex problems.</p> <p>Able to provide visible and visionary leadership that inspires employees to meet organisational challenges and maximises employee's personal potential.</p> <p>Able to procure and commission products, equipment, services, systems and facilities.</p> <p>Able to lead on the implementation and development of visual identity. Able to stand back and consider the strategic 'bigger picture' including setting the long term plan and delivering the vision for the way forward.</p>	<p>1, 2</p> <p>1, 2</p> <p>1, 2</p> <p>1, 2</p> <p>1, 2</p> <p>1,2</p>		
Equality Issues	Demonstrable knowledge of equality issues and legislation - able to integrate equality policies into business plans, strategies, service delivery and employment practices.	1, 2		
Specialist Knowledge	<p>Up to date knowledge and understanding of legislation and best practice within the leisure industry.</p> <p>Substantial knowledge of Health & Safety legislation.</p> <p>Knowledge of how to assess customers' demands, needs and</p>	<p>1, 2</p> <p>1, 2</p> <p>1, 2</p>		

	satisfaction. Ability to promote and plan traded services and develop a business/commercial culture in the organisation. Demonstrable knowledge of and ability in financial planning and budget management.	1, 2 1, 2		
Education and Training	Dip MISRM or equivalent qualification or demonstrable experience. Dip NEBOSH or ability to gain within 6 months of appointment.	1, 2, 4 1, 2, 4		
Other Requirements	Able to attend meetings outside office hours and work in other activities, including emergency incidents, at weekends and in the evening. Able to converse with ease with members of the public and provide effective help or advice in accurate and fluent spoken English.	1, 2 1, 2		

(1 = Application Form 2 = Interview 3 = Test 4 = Proof of Qualification 5 = Practical Exercise)

We will consider any reasonable adjustments under the terms of the Equality Act (2018), to enable an applicant with a disability (as defined under the Act) to meet the requirements of the post.

The Job-holder will ensure that Active Luton's policies are reflected in all aspects of his/her work, in particular those relating to:

- (i) Equal Opportunities
- (ii) Health and Safety
- (iii) Data Protection Act (2018) and General Data Protection Regulation (2018)