



CYCLOPARK[®]
RIDE • FITNESS • PLAY

JOB DESCRIPTION

Post Title:	Operations Manager
Organisation:	The Cyclopark Trust
Salary:	£32,000 – 35,000 (depending on experience)
Job Type:	Full time, Permanent Contract – 40 hours per week.
Reports to:	Chief Executive Officer
Responsible for:	Line Managers and Estates Staff
About Cyclopark:	<p>Cyclopark is a registered charity operating an exceptional facility in Gravesend, Kent for the local community, regional and national cycling population.</p> <p>Excellent gym, leisure classes and children’s play facilities alongside a national standard BMX pump track, road circuit, mountain bike trails and cafe provide a multi-faceted venue that seeks to inspire activity for all ages and abilities with profits re-invested into programmes to support our charitable objectives.</p> <p>A friendly and enthusiastic team, we are passionate about providing the highest quality experiences for our members and visitors in a fun, motivated and inclusive environment.</p>
About the role:	<p>As we enter an exciting era of securing new funding and income sources, we are seeking an outstanding and ambitious team player who supports our charitable purpose.</p> <p>As the Operations Manager you will oversee and lead the day-to-day operations of Cyclopark, providing the reference point regarding the management of daily activities for the team and customers, whilst ensuring safety is paramount, and that our customers enjoy great experiences.</p> <p>You will be responsible for the line management of the core operating areas of the facility and work closely with the wider team to support in the development and implementation of robust business plans across all areas of the organisation.</p> <p>The primary function of the role is to lead the effective and efficient daily running of the facility ensuring its safe operation and maximising its use to support the organisation’s wider charitable objectives.</p>

<p>Main duties:</p>	<p><i>Facility Operation & Line Management</i></p> <ul style="list-style-type: none"> • To be responsible for all aspects of the Cyclopark’s daily running. • To support the estates team, Line Managers and Café Manager with work plans and schedules. • Lead and foster an open and transparent culture that supports and encourages people to speak up where they have concerns or to share ideas and suggestions on improving service, effectiveness or customer experience. • Conduct ongoing, regular performance management of team members through formal and informal processes as required. • Ensure ongoing development of team members including provision of regular team meetings and training opportunities. • Drive site efficiency through continuous monitoring of training standards (i.e. Coaching Qualifications, First Aid, Food and Hygiene etc). • To act as a duty manager on a rota basis which will involve some weekend and evenings. <p><i>Health & Safety Management</i></p> <ul style="list-style-type: none"> • Ensure safety for all team members and visitors as the lead for Cyclopark’s Health and Safety Management System and procedures. • Review and update all risk assessments and H&S policies annually and when required working with all areas of the organisation to maintain the highest standards. • To ensure all relevant COSHH data for the facility is in place and available upon request. • To ensure that the main building complies with regulations and all test certificates are kept up to date. • To ensure the security of the facility and its contents at all times including managing the operations of the CCTV and Alarm Systems. Be a key holder and be available for call as necessary.
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	<p><i>Accounts / Financial Management</i></p> <ul style="list-style-type: none"> • Management of allocated budget areas, inputting into ongoing forecasting and cost planning processes. • To have knowledge of team member budgets and ensure that programmes are profitable. <p><i>Reporting</i></p> <ul style="list-style-type: none"> • Provide written quarterly reports to the CEO on relevant areas of centre operations. • Complete monthly accident and health & safety report. • Complete annual accident report analysis. • Provide an annual operations report. <p><i>Strategy</i></p> <ul style="list-style-type: none"> • Contribute towards the development and review of the objectives of the Cyclopark Trust ensuring that its goals and values are met. • In conjunction with the CEO and management team, develop and implement policies and robust reporting metrics as required to maximise organisational growth. • Develop and ensure a strong customer centric culture and achieving regular improvements in performance. <p><i>Other</i></p> <ul style="list-style-type: none"> • Represent the Cyclopark Trust, as appropriate within internal and external meetings. • To oversee events held at Cyclopark. • To communicate with Cyclopark's clubs.
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This job description reflects some of the present requirements of the post (i.e. it is not exhaustive), and as duties and responsibilities change/develop, the job description will be reviewed and subject to amendment in consultation with the post-holder.

Experience and knowledge:

- Proven experience of operations working in a leisure facility or sporting environment.
- Experience of the strategic planning process.
- Able to demonstrate excellent health and safety knowledge.
- Demonstrable experience in financial management.
- Experience in staff management and leadership.
- Working in partnership with a variety of complex stakeholders.
- Knowledge and experience of safeguarding policies and issues.
- Understanding of maintenance planning and compliance.

Qualifications:

- Degree/HND or equivalent in a sports, health or leisure discipline.
- First Aid qualification (or may be taken during the probation period).
- Advanced health and safety knowledge is essential however a NEBOSH qualification is desired.

You may also be considered for this position if you have the equivalent of at least three years relevant experience of working within a similar organisation or service at the required level.

Skills and abilities:

- Good level of numeracy and literacy.
- Report writing skills.
- I.T. skills in Microsoft Office software including databases.
- Good communication skills in all media.
- Demonstrates leadership.
- Performance management.
- Able to manage a number of work streams and balance a range of priorities.

Personal qualities and aptitude:

- Initiative.
- Good organisational skills.
- Determination to achieve and maintain high standards of customer service.
- Ability to work well and make decisions under pressure.
- Ability to deal effectively with colleagues, contractors and customers.
- Flexibility.

Miscellaneous:

- Ability and willingness to work flexible working hours.
- Driving licence and use of a car.

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| <ul style="list-style-type: none">• To be able to work as part of the duty management team on a rota that includes evening and weekend duties. |
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Benefits:

- Competitive salary.
- A complimentary Park Fitness membership.
- Free eye tests.
- Pension Scheme.
- Access to a discounted Park Fitness membership for up to 4 members of your immediate family.
- Non-Bookable free access to all Kids activity programs for immediate family.
- Free use of Cyclopark Bike Hire Fleet.
- Free entry to all Cyclopark delivered events.
- Cycle to work scheme.
- 20% discount on Park Eat food & beverage.