**Job Profile**

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| **Provisional Job Title:** Centre Manager (HSFC & WSFC) | **Proposed Grade:** PO1 |
| **Section:**  Culture/Sports | **Directorate:**  Contracts & Leisure |
| **Responsible to:**  Sports Centres’ Manager | **Responsible for:**  Assistant Manager  Duty Managers  Casual Staff |
| **Post Number/s:** | **Date:** February 2021 |

**Working for the Richmond/ Wandsworth Shared Staffing Arrangement**

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Borough Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in your development and ensure the opportunities for progression that only a large organisation can provide.

**Job Purpose:**

The dual use Sports Centres at Hampton and Whitton operate within the grounds of Hampton and Twickenham Schools, and the facilities at each site are shared between the Academy Trust and the Sport & Fitness Centre. Facilities include – 2x full size Astro Turf Pitches, 2x four court Sports Hall, 2x Multi use games areas, a range of fitness studios/break out spaces and 2x Fitness Suites.

The postholder is responsible for provision of the safe, efficient, and effective operation of the facilities and customer services. The postholder will optimise the use of the facilities, whilst seeking improvements to the quality and range of facilities available.

**Specific Duties and Responsibilities:**

* + - * To be responsible for the management of both the Council owned and Academy Sports Facilities (academy facility responsibility during community use time), ensuring that the facilities adhere to LBRuT Policies and Procedures across Hampton Sports & Fitness Centre and Whitton Sports & Fitness Centre.
      * To assist the Sports Centres’ Manager with ensuring that the Centres adhere to both Health and Safety and Safeguarding legislation.
      * To have management responsibility for all aspects of the Authority facility at Lincoln Field and the Fitness Suites at both sites.
      * To assist the Sports Centres’ Manager with accurate financial forecasts and monitoring information to ensure that the centres operates within the agreed budgets.
      * To manage both Centres revenue streams in line with LBRuT procedures including the management of the Direct Debit, Sales and Block Bookings scheme, including retention plans and membership sales.
      * To be responsible for the recruitment, training, and performance management of all permanent and casual staff across both Centres.
      * To manage both Centre performances in relation to agreed Performance Indicators.
      * To assist with the production and management of the on and offline Marketing Plan that promotes all aspects of Centre operations across both sites.
      * To monitor and evaluate all aspects of both Centre programmes to ensure the facilities offer balanced programmes, optimise usage, and ensure under-represented groups have access.
* To act as a Duty Manager covering for annual leave, sickness and absence as required.
* To lead on the management and delivery of staff training across the Centres.
* To maintain and develop working relationships with site stakeholders (i.e. The Academy Trust and on site teams), partners, cluster schools and community groups.

**Generic Duties and Responsibilities**

* To contribute to the continuous improvement of the Boroughs of Wandsworth and Richmond services.
* To comply with relevant Codes of Practice, including the Code of Conduct, and policies concerning data protection and health and safety.
* To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and work to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
* To understand both Councils duties and responsibilities for safeguarding children, young people and adults, as they apply to your role within the SSA.
* The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

**Additional Information**

The Sport & Fitness Service sits within the Contracts & Leisure Department. Its primary objective is to develop opportunities and provision for participation in sport and physical activity for all sections of the community. The team is responsible for the management of 4 dual-use Sports and Fitness Centres, Teddington Pools & Fitness Centre, and Pools on the Park in Richmond, as well as a centrally based Sports Development Team.

The Council is continually reviewing it structures and ways of working to provide the best services possible for residents, in the most efficient way. As a result, the key tasks in any job may be varied and the postholder will be expected to take on such variations consistent with the level of responsibility of the post.

The postholder will need flexibility to work unsociable hours.

The service is firmly committed to creating a safe and enjoyable environment for all young people, children, and vulnerable adults. Our safeguarding responsibilities include safe recruitment practices which include the vetting of all individuals who work with these groups. Background checks including checks with the Disclosure and Barring Services (DBS) will be carried out in accordance with DBS guidelines.

**Team structure**

**Person Specification**

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**Our Values and Behaviours**

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

**Being open -** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive -** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive -** Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

**Post Specific Values & Behaviours**

* I make decisions rather than referring them up the line.
* I think about my work and get it right first time.
* I treat customers the way they would want to be treated.
* I do what I say I will do, when I’ve promised to do it, or let people know why not.
* I organise my own work around my customers, not vice versa.

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| **Requirements** | **Assessed by  A &** **I/ T/ C** |
| **Knowledge & Experience** | |
| Experience of the day to day management of leisure/sports facilities, including staff and facility management. | A |
| Knowledge of a Sports Centre Manager’s responsibilities in relation to safeguarding issues. | A/I |
| Knowledge of the maintenance and Health & Safety requirements of a leisure facility. | A/I |
| Experience in the management and application of relevant practical marketing techniques in increasing revenue streams and attendances. | I |
| Experience of developing a balanced programme of activities that meet the community’s needs and achieves revenue and attendances targets. | I |
| Experience of developing and performance managing staff. | I |
| Experience of analysing budget information to identify areas of concern and developing action plans. | I/T |
| **Skills** | |
| IT literate in the use of computer applications such as MS Word, Excel and Outlook. | A/I |
| Ability to demonstrate an understanding of why Diversity & Equality is important in employment and service delivery. | A/I |
| Ability to communicate clearly both verbally and in writing with a wide range of people, staff and customers, for the purposes of providing information, advice and assistance on services offered and the operation of equipment. | A/I/T |
| Ability to be available on a rota basis as a keyholder for the purpose of emergency call out by the Police. | I |
| Ability to set a SMART business plan and centre objectives to ensure that quality standards are met. | A/I |
| Flexibility to work a shift rota which will include some evenings and weekends. | A/I |
| **Qualifications** | |
| A First Aid qualification | A |
| A sport/recreation or management qualification | A |