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service and value

Job Profile

Provisional Job Title: Sports Centres' Manager	Grade: PO3
Section: Culture/Sports	Directorate: Contracts & Leisure
Responsible to: Service Manager (Sports & Fitness)	Responsible for: <ul style="list-style-type: none"> • Centre Manager (TSC) • Centre Manager (SSFC) • Centre Manager (WSFC) • Centre Manager (HSFC) Potentially HSFC & WSFC Manager (combined)
Post Number: RWE4003	Date: April 2016

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:

To effectively and efficiently manage the dual use Sport & Fitness Centres based at Hampton, Shene, Teddington and Whitton and to work with internal and external partners to continually improve the service.

Specific Duties and Responsibilities:

- Programming - To assist the Service Manager (Sports & Fitness) and Sports Development & Partnerships Manager to develop programmes that contribute to the objectives of the Council's Strategic Principles for Sport and the Cultural Partnership Plan/Strategy.
- Finance – To ensure effective financial management by implementation of agreed procedures, budgetary control and financial administration, following the Council's financial regulations and standing orders.



- Health & Safety – To assist the Service Infrastructure Manager in ensuring that the service follows national legislation, industry best practice and Council guidelines with regard to activities, facilities, staffing etc.
- To be responsible for the day to day management of Health and Safety Compliance across the dual use sites.
- Facility Development – To assist the Service Infrastructure Manager in developing existing or new sport and fitness centres including feasibility studies, business plans, funding applications and procurement.
- Marketing – To work in conjunction with the Marketing & Support Officer to market the Sports Centres and to develop the Richmond Card Scheme.
- E-Government – To assist the Service Infrastructure Manager in developing IT systems at the Sport & Fitness Centres with reference to government legislation, Council priorities and customer needs.
- Liaison – To liaise with a range of partners including Headteachers and School Governing Bodies, residents and centre users, producing written reports for Governing Body, Centre Management and other meetings.
- Quality – To assist the Service Manager (Sports & Fitness) on all quality issues relating to the Sport & Fitness Centres, ensuring that quality accreditation, e.g. Quest, Customer Service Excellence, Investors in People and Inclusive Fitness are maintained for each centre.
- Duty Manager – To act as Duty Manager as necessary to ensure the efficient day to day operation of the centres.
- Staff Management - To be responsible for the management of up to 4 members of staff, i.e. Centre Managers, in the performance of duties, to support and manage staff by following Council HR procedures, e.g. performance management, absence management, disciplinary, grievance, probation and other staff management policies.

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 the Council's duties and responsibilities for safeguarding children, young people and adults as they apply to your role within the council.
- 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 its structures and ways of working in order 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.

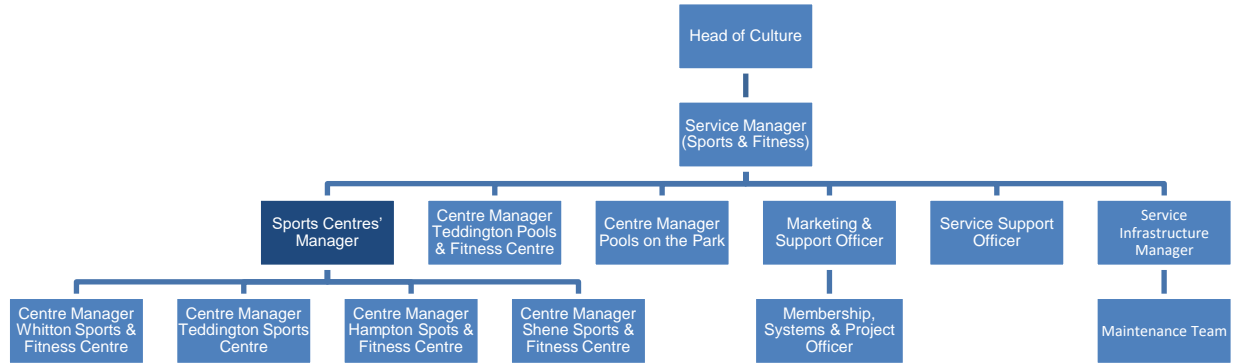
The postholder will need flexibility to work unsociable hours.

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.



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Current team structure





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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.

Requirements	Assessed by A & I/ T/ C
Knowledge & Experience	
Significant experience at management level within a leisure/fitness facility.	A
Skills	
Ability to demonstrate an understanding of why Diversity & Equality is important in employment and service delivery.	I



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Ability to demonstrate an understanding of why customer care is important in employment and service delivery.	A/I
Ability to manage staff effectively.	A/I
Ability to demonstrate effective financial management skills and numeracy.	I
Ability to demonstrate a thorough working knowledge of operational management of a sports / fitness centre.	A/I
Ability to demonstrate knowledge of marketing and promotional tools appropriate for the Sport & Fitness Services.	A/I
Ability to plan, develop and market a balanced programme of sporting, leisure and other activities which optimise cost effective use of the centre, whilst meeting the needs of customers and the school.	I
Ability to establish and review systems and procedures for effective and efficient service management.	I
Knowledge of Health & Safety and Child Protection legislation, regulations and procedures relating to the facilities, and ability to ensure compliance.	A/I
Ability to monitor information on admissions, income and budgets, to meet targets and to maintain record keeping systems.	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
Ability to demonstrate a practical knowledge of relevant IT systems.	I
Flexibility to work unsociable hours.	A/I
Ability to demonstrate effective project management skills.	A
Ability to contribute to the strategic development of the Council's Sport & Fitness Service.	I
Ability to demonstrate a significant level of responsibility and achievement.	A
Ability to demonstrate knowledge of industry trends in service provision, quality initiatives and value for money.	I
Qualifications	
Have a suitable leisure or management qualification.	A