# Job Profile comprising Job Description and Person Specification

**Job Description**

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| **Job Title:**Centre Manager (Pools on the Park) | **Grade**: PO3 |
| **Section:**Culture / Sports | **Directorate:**Environment and Community Services |
| **Responsible to the following Manager:**Service Manager (Sports) | **Responsible for following staff:**All Pools on the Park staff |
| **Post Number/s:** | **Last review date: April 2021** |
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## Job Purpose:

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

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth 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 the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

The Centre Manager is responsible for the safe, efficient and effective operation of facilities and customer services for maximising use of the facilities and seeking improvements to the quality and range of facilities.

## Specific Duties and Responsibilities:

* To take responsibility for the financial performance of Pools on the Park including monitoring of data, reports, assisting with budget constraints and taking corrective action as and where necessary.
* To ensure the Council’s policies are adhered to and enforced in relation to customer care including dealing with complaints, staff training and communication with all parties.
* To carry out Duty Manager shifts where needed including being a key holder, carrying out plant room operations, being on call for emergencies and to cover when needed to ensure the Centre does not close.
* To assist the Sports Infrastructure Manager with IT initiatives, programming and configuration of new and existing IT programmes.
* To manage the services, facilities, plant and equipment. This includes ensuring all day to day Health and Safety issues are considered and in place in relation to all facilities and activities offered.
* To assist the Service Infrastructure Manager in developing facility improvement projects and capital bids to further improve the effective delivery and quality of the service.
* To be responsible for setting the Centre objectives and targets in line with overall service objectives and in consultation with the Service Manager (Sports).
* To assist the Service Infrastructure Manager with the management of events taking place at the Centre. Having an input in planning and taking responsibility for day to day management of site usage during these events.
* The post holder will have responsibility for the line management of approximately 6-8 members of staff / managers at the Centre. This will include carrying out 1 to 1’s, meetings, training, inductions and appraisals following the Investors in People Standards. The role also includes identifying training needs, updating the Staff Information File and designing rotas.
* To be responsible for implementing and reviewing a comprehensive activity programme for all facilities catering for all target groups. This includes assisting, implementing and monitoring the Centre’s Marketing Plan, Local Performance Indicators, customer retention and creating new methods of income generation.
* In the performance of all the duties, and in particular in the support and management of staff, implement all Council policies and procedures necessary to meet customer care needs and staffing issues including disciplinary, absence and personnel procedures reflecting the Council’s vision and values.

## Generic Duties and Responsibilities

* To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
* To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
* To adhere to security controls and requirements as mandated by the SSA’s policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems.
* To promote equality, diversity and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working 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 the 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 it 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.

Ability to work a flexible shift system, which will include some evening and weekend working.

To be ‘on call’ and help the Centre with shift cover when needed to ensure that the Centre does not close for any reason.

Ability to work at any of the Borough’s sports/leisure facilities. The post holder may be asked to work at any of the Borough’s Sport & Fitness Centres.

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.

## Current 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 am a role model for the council’s behaviours and lead by example
	+ I encourage my team to bring in good practice from elsewhere in the council or outside
	+ My service is based on my understanding of customers’ needs and views
	+ I challenge others, and deal with challenges in an honest and constructive way

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| **Person Specification Requirements** | **Assessed by A****& I/ T/ C (see below for explanation)** |
| **Knowledge & Experience** |
| Significant experience of working in both a wet and dry leisure facility including facility management.  | A/I |
| Experience of managing staff and carrying out 121’s / appraisals / meetings etc. as listed above. | A/I |
| Experience in the management and application of marketing techniques and business development. | A/I |
| Experience of pool plant operations. | A |

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| **Skills** |
| IT literate in use of computer applications such as Word, Excel, email and a computerised booking system including development of Gladstone MRM and initiatives such as online bookings. | A |
| Ability to implement an understanding of Diversity & Equality through employment and the provision of a sports/leisure services. | A |
| Ability to implement policies and procedures to meet customer care needs reflecting the Council’s high standards including responding to all complaints following the Council’s procedures and ensuring staff are fully trained. | I/T |
| Ability to communicate effectively both verbally and in writing with customers, clubs and staff for the purpose of providing reports, advice and guidance, as well as information and assistance on services offered including attending meetings as and when necessary. | A |
| Ability to lead on personnel matters such as recruitment, personnel, disciplinary and absence management. | A/I |
| Ability to maintain records, files and statistics on all matters relating to management of facilities and usage of data including Local Performance Indicators. | A/I |
| Ability to lead on all Health & Safety matters ensuring the Council’s guidelines are followed including child protection issues, external contractors and equipment and furnishings. | I |
| Ability to ensure the Centre strives to achieve quality accreditations such as Customer Service Excellence and Quest. | I |
| Ability to take responsibility for the financial performance of the Centre including monitoring and implementing new strategies to increase income generation and attendances across all facilities. | A/I |
| **Qualifications** |
| A sports/recreation or management qualification or willingness to attain such qualification. | A |
| A National Pool Lifeguard qualification. | A/I |
| First Aid qualification. | A |
| Pool Plant Operators qualification. | A |
| Health & Safety Level 2 or higher qualification. | A |

## A – Application form I – Interview

**T – Test**

**C – Certificate**