**Job Profile**

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

The dual use Centre at Shene operates within the grounds of Richmond Park Academy and the facilities are shared between the School and the Sport & Fitness Centre. Facilities include a full size Astro Turf Pitch, four court Sports Hall, Studio, Spin Studio and Fitness Suite.

The Astro Turf and Sports Hall are located within the Academy’s facilities and are shared between the Academy and Sports Centre under the terms of a dual use Agreement. The Fitness Suite and Studios are located within a stand-alone Council facility attached to the academy site. The Academy is permitted use of this facility under the dual use Agreement.

In addition to the general day to day operations, the centre is home to the Sport & Fitness Service Telephone Hub, where calls to all of the Sports & Fitness Centres operated by the Borough are diverted and answered with bookings taken or enquiries dealt with.

To effectively and efficiently manage the service and facilities (including the phone hub) based at Shene Sport & Fitness Centre and to work with internal and external partners to continually improve the service.

To be responsible for the management of LBRuT’s and the Academy’s Sports Facilities during community use time, ensuring that the facilities adhere to LBRUT policies and procedures.

To be responsible for the management of the Sports & Fitness Service Telephone Hub, ensuring that comprehensive systems are in place for handling and dealing with customer enquiries for all of the Council’s Sport and Fitness Centres.

**Specific Duties and Responsibilities:**

* Programming

To assist the Sports Centres’ Manager to develop programmes that contribute to the objectives of the Council’s Strategy for Sport & Physical Activity, Strategic Principles and the Cultural Partnership Plan.

To monitor and evaluate all aspects of the Centre’s programme, to ensure that the facility offers a balanced programme, optimised usage and ensure underrepresented groups have access.

* 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.

To manage the Centre’s revenue streams in line with LBRUT procedures and to manage the Centres Direct Debit sales and retention plans.

To assist the Sports Centres’ Manager with the implementation of new methods of income generation.

* Staffing

To be responsible for the recruitment, training and performance management of all full and part time staff at Shene Sports & Fitness Centre.

To be responsible for the recruitment, training and performance management of all full time staff within the Phone Hub based at Shene Sport & Fitness Centre.

To implement a cost effective rota system.

* Health & Safety

To ensure that the centre follows national legislation, industry best practice and Council guidelines with regard to activities, facilities, staffing etc.

* Marketing

In conjunction with the Marketing & Support Manager, to produce and an annual marketing plan that promotes all aspects of the Centre’s operation.

To identify and liaise with partner organisations to promote the Centre objectives.

* Liaison

To liaise as appropriate with local and Regional Governing Bodies, Sports Partnerships and Partner Organisations to promote the Centre objectives.

To maintain and develop positive working relationships with Cluster Schools, Community Groups, Sports Clubs, and LBRUT staff.

* Quality

To maintain quality accreditations at Shene Sports & Fitness Centre.

* Other

To act as Duty Manager as necessary to ensure the efficient day to day operation of the Centre.

* Management

The postholder will be responsible for the management of 5 FTE centre staff and a bank of casual staff, coaches and instructors, in the performance of duties, to support and manage staff through use of the Investors in People standard and 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 Borough’s 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 the both 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 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.

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.

**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.

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| **Requirements** | **Assessed by  A &** **I/ T/ C** |
| **Knowledge & Experience** | |
| Experience of the day to day operational management of leisure/fitness/sports centre, including staff development/performance and facility management. | A/I |
| Experience in the management and application of relevant practical marketing techniques, promotional tools appropriate for increasing revenue streams and attendances. | A/I/T |
| Experience of developing a balanced programme of activities that meet the community’s needs and achieves revenue and attendances targets. | I |
| Knowledge of Health & Safety and Child Protection/safeguarding legislation, regulations and procedures relating to the facilities, and ability to ensure compliance. | A |
| Experience of analysing budget information to identify areas of concern and developing action plans. | A/I/T |
| **Skills** | |
| IT literate in the use of Microsoft Office applications such as MS Word, Excel and Outlook and ability to demonstrate practical knowledge of relevant IT systems. | A/I |
| Ability to demonstrate an understanding of why Diversity & Equality is important in employment and service delivery. | A |
| Ability to demonstrate an understanding of why customer care is important in employment and service delivery. | A |
| Ability to establish and review systems and procedures for effective and efficient service management. | A |
| 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 monitor information on admissions, income and budgets, to meet targets and to maintain record keeping systems | A/I |
| Ability to demonstrate knowledge of industry trends in service provision, quality initiatives and value for money. | A |
| Flexibility to work a shift rota which will include some evenings and weekends. | A/I |
| **Qualifications** | |
| A First Aid qualification | A |
| Have a suitable sport/recreation/leisure or management qualification | A |

Assessed by:

A = Application

I = Interview

T = Test

C = Certificate/qualification