

Job Specification:
Faversham Pools General Manager
Full time | Based at Faversham Pools



Role	General Manager
Reporting to	Board of Trustees
Direct reports	Operations Manager, Development Manager, Maintenance Manager, Financial Administrator
Location (e.g. Pools or remote working)	Faversham Pools
Position type	Full time - 38 hours per week with an expectation that there will be at least 6 days' attendance during weekends in July and August. Occasional weekend and evening work will be required.
Level / Salary range	Based on experience, up to a maximum of £38,000 per annum. Nest pension scheme.
Job purpose and objective (why does this role exist?)	
To ensure the effective operation of the Pools focussing on the Pools' customer base. To develop and promote the Pools in a way which is compatible with the Pools' charitable objectives.	
Context of the role	
The General Manager is responsible for the management and leadership of the Pool's staff team and working with the Board of Trustees to deliver the Pools' charitable objectives. Working with colleagues and through direct reports where appropriate, they will lead on all operational issues and business development. In addition, they will work closely with customers and other stakeholders to support the effective and efficient delivery of services and high levels of customer satisfaction.	
Accountabilities and responsibilities	
<p>Strategy</p> <ul style="list-style-type: none"> To support the Board's strategic decision making and contribute shaping of Faversham Pools' vision, strategy and values, including how these can be delivered in practice To ensure effective relationships with all stakeholders <p>Operations</p> <ul style="list-style-type: none"> To effectively and efficiently manage the operation of the Pools To implement the policy and strategy as approved by the Board of trustees To ensure all relevant legislation is complied with and best practice is followed To take overall responsibility for health and safety To operate within the annually approved budget To act as company secretary To oversee a proactive and reactive repairs and maintenance programmes to keep the facilities in good order 	

Customer experience

- To monitor customer satisfaction and deal with feedback and complaints
- To prepare, review and manage leisure activity timetables and programmes to make the best use of our facilities and meet customer needs and our charitable objectives

Business development

- To maximise income through innovative activity programmes
- To seek opportunities for business development
- To prepare the annual three year business plan

Leadership and staff management

- To recruit and manage operational staff and sub-contractors, and ensure a clear appropriate structure of roles and responsibilities is in place
- To ensure the staff team is equipped to deliver operational requirements
- To ensure staff training is up to date, relevant, regular and engaging
- To ensure good management practices are in place and followed, including in relation to staff development and engagement, and retention.
- Any other duties that may reasonably be expected of the role.

Knowledge, skills and competencies required**Essential**

- Experience of operational management in a customer-facing environment
- Experience of business development
- The ability to lead and motivate staff
- Excellent written and spoken communication skills
- Ability to take a strategic approach and plan over a 3 year time horizon
- Experience of managing budgets
- Experience of project management
- Strong IT skills

Desirable

- Experience of the leisure industry
- Membership of Chartered Institute for the Management of Sport and Physical Activity (CIMSPA)
- Ability to work independently with the minimum of supervision
- Experience of marketing and sales
- Educated to graduate level or equivalent

Reporting lines and key relationships

The post will report to the Board of Trustees with a more regular contact with the Chair and Vice Chair.

This job specification was last reviewed in:

April 2021