

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



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| Role | Operations Manager |
| Reporting to | General Manager |
| Direct reports | Duty Managers |
| Location (e.g. Pools or remote working) | Faversham Pools, Faversham |
| Position type (e.g. full time, part time, job share) | Full time with some weekend working required. |
| Level / Salary range | Up to a maximum of £25,000 per annum. Nest pension scheme. |
| Job purpose and objective (why does this role exist?) | |
| To ensure the effective operation of the Pools with special responsibility for all aspects of Hygiene and Health and Safety. To deputise for the General Manager as required. | |
| Context of the role | |
| The role will work closely with the Pools' General Manager and will advise the Board of Trustees on specific issues relating to Health and Safety. | |
| Accountabilities and responsibilities | |
| General responsibilities <ul style="list-style-type: none"> • Contribute to the delivery of Faversham Pools' vision, strategy and values • Responsible for the day-to-day management of the leisure centre, carrying out the Duty Manager role when on a duty management shift, which will include the facilitation of operational shifts • Assist in delivering local sales and marketing plans for membership, swim school, schools and club users • Continuously review the Pools' weekly programme • Implement, maintain and manage an effective system of controls throughout the centre covering both financial and non-financial aspects of the business. Support the preparation of annual service plans, financial plans and statistics • Assist the General Manager in ensuring that all contracts, licences and documentation required for the safe and effective operation of the Pools are in place and adhered to consistently • Support the General Manager in leading and developing staff through effective recruitment, people management, development, and retention • Ensure the centre is properly resourced and staff are optimally deployed to deliver business objectives, personally providing emergency shift cover across the centre as required | |

Hygiene, Health and Safety:

- Lead and take personal responsibility for all hygiene, health and safety policy and procedure, resolving or escalating issues as appropriate
- Carry out testing and / or other hygiene, health and safety checks as needed/requested, passing results immediately to the appropriate person and escalating potential issues promptly
- Safely support management of customer flow and expectation of waiting times and attendance across Centre
- Supervision of team ensuring cleanliness and maintenance of the equipment and fittings to the highest possible standards, bringing attention any faults or major repairs to the relevant team
- Proactively manage customer behaviour during the use of facilities to ensure highest possible levels of safety and enjoyment
- Any other duties that may reasonably be expected of the role.

Knowledge, skills and competencies required**Essential**

- Experience of effectively implementing Health and Safety procedures
- Experience of staff management
- Excellent communication skills
- Excellent IT skills
- A proactive approach and attitude to problem solving

Desirable

- Experience of working in a customer focussed organisation
- Experience of working in the Leisure, Hospitality or Retail Sector
- First Aid at Work and AED qualification
- NEBOSH certificate

Financial assistance can be given with relevant training and qualifications

Reporting Lines and Key Relationships

This post will report to the General Manager.

Key relationships include the Chair and Vice Chair of the Board of Trustees.

This job specification was last reviewed in:

April 2021