



Job Role: Centre Manager

Job Family: Manager

Broadland District Council and South Norfolk Council

Purpose

Work as part of the leisure team to ensure the smooth and efficient running of the centre and undertaking associated management and administrative responsibilities as necessary.

To provide excellent operational management of the facility, ensuring the safe environment of the building at all times, attaining industry standards.

Reporting to the Leisure Operational Manager, you will be the direct line manager for all other operational staff based at the Centre.

Key accountabilities

- To effectively carry out key tasks/duties assigned to the specific centre manager role, to include a combination of the following aspects: the management of internal departments, promotion of memberships/activities, overseeing team rota writing and management off, timetable scheduling, heading up maintenance (PPM) and all Health and Safety requirements and best practice.
- To be responsible for staff recruitment, development and performance management to ensure the right people are recruited, that people are developed to reach their potential and performance issues are dealt with effectively.
- Develop the operational teams through monthly 1-2-1's and effective leadership.
- To take responsibility for the day to day running of the centre, providing effective management of staff to enable them to perform to a high standard.
- When operational supervise the entire building following required standards , ensuring an excellent & safe customer experience is delivered and sustained.
- Supported by the Leisure Operations Manager in ensuring that the centres achieve the income targets and stay within the expenditure parameters.
- Supported by the Leisure Operations Manager the centre manager will lead on ensuring the centre achieves Quest and H&S audits ensuring accreditation is obtained and retained aiming to continually improve.
- Review member/customer feedback to ensure that customer service meets the expectation of the customers.

- Work within all budgetary requirements including establishment costs. Working with the Operations Manager to set Income targets for all aspects of the business whilst continually striving to achieve targets and maximise occupancy.

Post holders will work a combination of early, day and late shifts over a seven day period to accommodate the centre's opening hours on a rota basis.

Generic skills, knowledge and experience

- Provide **leadership** and **influence** to others.
- **Responsibility** for one or more service/department areas.
- Managerial **decision-making** duties involving significant resources.
- **Excellent communications** skills including regular presentation to stakeholders such as the Corporate Management Leadership Team, portfolio holders, full councils, cabinets, scrutiny, other Member Committees/panels or other key external bodies.

Role specific skills, knowledge and experience

- Hold a formal managerial qualification or equivalent experience
- NPMQ (National Pool Managers Qualification), IOSH (Institution of Occupational Safety and Health Qualification), FAW (First Aid at Work Qualification), NPLQ (National Pool Lifeguard Qualification), National Pool Plant Operators Qualification, Level 2 Award Legionella awareness.
- Capacity to manage a large and diverse group of staff.
- Possess extremely good communication and interpersonal skills.
- Capable to manage conflicting service demands against limited financial resources
- Demonstrable experience in a leisure/fitness environment at managerial level, working as part of a large and diverse team.
- Demonstrable experience of working with the public in a friendly and approachable manner.
- In depth knowledge of the health and safety policy and procedures that apply to a wet and dry side facility
- Capable of providing onsite training to all staff in all risk assessments, procedures and processes.
- Capable of updating and improving risk assessments developing procedures in all areas of the business
- Capable of managing and developing staff to ensure the centres business needs are met and development opportunities are available for staff.
- Demonstrate a commercial awareness of the leisure industry.
- 31 – 45% of this role's time will be spend on external communication.

Date: 1 April 2021



Two Councils
One Team

