

# Job Description and Person Specification

## **ROEFIELD LEISURE CENTRE**



## **JOB DESCRIPTION**

**JOB TITLE: CENTRE MANAGER**

**REPORTING TO: The Board of Trustees /the Business Sub Group**

**JOB PURPOSE: Responsible for the operation and development of Roefield ensuring the delivery of excellent customer service and community objectives and financial returns that meet budget.**

## **DUTIES and RESPONSIBILITIES**

**Responsible for performance and commercial success**

**Manage, directly and through the team, the recruiting and training of staff.**

**Hold regular staff meetings/performance reviews and maintain records accordingly**

**Formulate and monitor realistic performance and customer service measures**

**Lead by example to provide a team spirit and motivation across all staff**

**Assist in setting department and Centre financial budgets**

**Manage, Monitor and report on the actual financial results to budget**

**Ensure robust cost control procedures to meet budget**

**Establish departmental performance targets, monitor and report on success**

**Maintain necessary financial records and statistics**

**Report monthly to the Board of Trustees to ensure they are provided with information to undertake their responsibilities**

**Ensure the Centre operates efficiently and to budget**

**Maintain the buildings, agree and record maintenance and housekeeping standards**

**Ensure equipment is in safe condition and maintained or replenished as needed**

**Demonstrate excellent customer service by example**

**Maintain good relationships and liaise professionally with key stakeholders, including RVBC**

**Apply good judgement to maintain the high reputation of Roefield**

**Drive Sales, Promotion and Marketing activities to exceed targets**

**Provide a range of commercial income generating sports activities**

**Deliver an agreed program of sports activities for community benefit**

**Work with Sport England to ensure the delivery of agreed sports objectives**

**Oversee the Sports Development program building and sustaining links with Schools and corporate users.**

**Identify and complete all relevant grants applications**

**Develop new programs and activities with the Sports Development team**

**Demonstrate through your behaviour and attitude the importance of compliance with Health and Safety legislation both for staff and customers**

**Issued 31<sup>st</sup> August 2012 TG Roefield Leisure**

## PERSON SPECIFICATION and COMPETENCIES

### Position –Centre Manager

<b>Education and Qualifications</b>	
Relevant industry qualification or degree	D
First Aid at Work Certificate	D
<b>Experience</b>	
Delivered over a period commercial success through “Hands on” management experience	E
A proven record of effective people Management through Leadership and good communications	E
Efficient Planning and Operational management of a similar/related business	E
Financial control responsibility, preparing, reporting on and delivering the financial results	E
Responsibility for delivering effective Sales, Promotion and Marketing campaigns	E
PC Skills –Microsoft packages in particular	E
Senior Commercial management in the Sports ,Leisure or hospitality industry	D
<b>Knowledge and Skills</b>	
Uses initiative to drive results –thrives under pressure, organises and plans work	E
Inspiring Leader-works co-operatively, takes ownership, mentors and guides colleagues	E
Good Communications skills-confident, articulate and effective influencer	E
Understanding and application of best practice in Planning and Operations	E
Adept in the application of financial controls and their business implications	E
Clear Customer service focus-see issues from a customer perspective ,engages at all levels	E
Excellent written and verbal communication skills at senior management level	E
Mature interpersonal skill base to manage relationships with Board members/Stakeholders	E
Understanding of the Sports and Leisure industry	D
Willing to work evenings and weekends and emergency cover	E

<p>Experience working in a Charity and reporting to Board of Trustees</p> <p>Knowledge of Employment Law</p>	<p>D</p> <p>E</p>
<p><b><u>Core Competencies-Assessed in the application form and interview</u></b></p> <p><b><u>Initiative - Deliver Results</u></b></p> <p><b>Give us an example when performance in your area of responsibility did not meet target? How did you identify it? What initiatives did you take? How did it work out in the long run? How did you measure the effect of your actions?</b></p> <p><b><u>Leadership</u></b></p> <p><b>Tell us about an occasion when you encountered a significant staff or team problem? What was the problem? How did you deal with it? What did you learn that helped you going forwards?</b></p> <p><b><u>Communications</u></b></p> <p><b>Give us an example of when you have made a decision that you didn't want to make? What happened? What was the message? Who were you communicating to? What was the outcome?</b></p> <p><b><u>Planning and Organising</u></b></p> <p><b>Tell us about a crisis or unplanned event that happened and the response of your team? What made this incident a real crisis? What were your first thoughts? What specifically were you able to contribute to resolving the event?</b></p> <p><b><u>Sales and Marketing</u></b></p> <p><b>Describe a business opportunity that you came across by chance? What was your response? How successful did it turn out? Did it help you identify similar opportunities?</b></p> <p><b>Issued 31<sup>st</sup> August 2012 TG Roefield Leisure</b></p>	