



# GENERAL MANAGER THE DOME, DONCASTER APPLICATION PACK



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# About Doncaster Culture and Leisure Trust

Doncaster Culture & Leisure Trust are a registered charity who operate leisure, culture and hospitality facilities across the City of Doncaster.

We were established in 2002 as Doncaster Dome Leisure Trust, and then became an extended Trust in 2011, to deliver contracts for the local authority for leisure, culture and the voluntary sector.

We have access of 500 staff across all of our sites, offering career development pathways to senior management.

We are delivering a Capital investment of circa £20m over 2-year period to support the expansion of locality services.

We are in receipt of circa £1m annual funding from external agencies such as Arts Council England, Sport England and Heritage to deliver programmes.

We representatives on local, regional and national platforms across arts engagement and sector skills.



# General Manager, The Dome



We are seeking an exceptional individual to lead our team at our flagship venue, The Dome in Doncaster.

As one of the largest and most exciting leisure venues in the North of England, we are on an ambitious journey of refurbishment and development. Our vision is to enhance both the economic and wellbeing impact of our venue for the City of Doncaster.

The venue consist of a split level ice rink, seven interlinked pools, flumes and outdoor rapids, large dry sports hall, which flexibly converts into a 3,400 capacity events and exhibition arena, large fitness facility including 120 station gym, Doncaster Cycle Track and various food and beverage outlets, and therefore our new leader requires dynamism and resilience in ensuring all our visitors receive an outstanding customer experience.

Salary: **£47,000 - £50,000 per annum, dependant on experience & qualifications**

Hours: **37hrs per week**

**This is a permanent role.**

Shift and schedule includes weekend availability.

Reporting to: Head of Health and Leisure

Direct Reports: Lead, coach and support a team of 5 departmental managers across all areas of

the venue, comprising health and wellbeing, leisure, catering, events and marketing.

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# About the role

Fully accountable for the commercial performance of The Dome, the role is an important cog in the leadership team of the company, ensuring the highest levels of operational excellence and health and safety are maintained.

With a strong focus on people, the General Manager, as a respected role model will seek to develop others and in turn see these colleagues grow their own teams through a supportive, collaborative approach.



# About you

You are an ambitious person who is driven to success, and you share success with your teams. With a minimum of 5+ years in leisure and/or hospitality management in a £2m+ turnover venue.

As a commercially astute leader, you understand the connection between coaching and achieving high performance from colleagues and can translate this ethos to the achievement and exceeding of commercial targets.

You're a collaborative team player who has experience of brand development and delivery, aligning with the extensive capital developments of The Dome.

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Possessing a comprehensive knowledge and understanding of health and safety and venue legislation, you can translate technical information to all levels of your team to support safe operations.

# Company Benefits

- Pension scheme, employer contribution 7.5%
- Company Health Care Scheme
- Employee benefits programme which includes health, leisure and entertainment discounts
- Access to leisure activities
- Ongoing training and development to help you progress and career pathways
- Onsite parking

Relocation support would be considered for the right candidate.

Doncaster Culture & Leisure Trust (DCLT) is a registered charity delivering premier leisure, health, culture and hospitality provision in the City of Doncaster.

Our strategic vision is to support our health and wellbeing partners to deliver crucial services in the community, while aligning our commercial goals to re-invest into locality provision.

# Full Job Description & Person Specification

**Company: Doncaster Culture & Leisure Trust (DCLT)**

**Department: Leisure & Health**

**Job Title : General Manager**

**Contract Type: Permanent Hours 37**

The candidate will be required to have a flexible approach to working hours, which may include days, evenings, and weekends

Responsible to  
Head of Health and Leisure

Location / Site  
The Dome

Job Purpose

The General Manager will lead and oversee the operation of The Dome. Inspiring and motivating the team to deliver exceptional customer service across all areas of the venue. Also ensuring the achievement of commercial targets through increasing member subscriptions and improved retention across the Choose brands. Accountable lead for health and safety for the building and associated programmes.

The role is expected to work to achieve the Vision & Mission of DCLT

# Vision

To increase opportunities and activity in sport, leisure, and culture to improve the lifestyles of our customers and stakeholders.

# Mission

Striving for Healthier Communities.

## **Key Duties and Responsibilities:**

To work with the leadership team of Doncaster Culture and Leisure Trust to ensure the successful delivery of business strategies and ensure the demonstration of our core values;

# Voice

- Value our People
- Open and Honest in our Dealings
- Innovative and Commercial
- Customer Focused
- Enthusiastic

## **Operational and Health and Safety**

- Ensure the safe operation of The Dome at all times, through ensuring operational management across departments are maintaining compliance with all Health and Safety legislation and Safe Systems of work
- To ensure all operational staff levels are in place and high levels of customer service are in practice and monitored through company systems such as NPS
- Chair weekly, a managers meeting to update on key business areas and coach colleagues to contribute to the service improvement of The Dome
- To regularly meet with direct reports to carry out formal 1-2-1 meetings



- Provide day to day support to The Dome operations as and when require
- Respond to customer feedback aligned with company procedure and use any insights gained to drive continual improvement
- Represent The Dome on the Service Improvement Team
- Liaise with Department Managers of The Dome to ensure they maintain an asset register of equipment for their designated areas to ensure all equipment is safe to use and in working order and that repairs and replacements are planned

## **Financial and Performance**

- Monitor the revenue budget, ensuring that income targets are attained, and that expenditure is controlled within budgetary limitations.
- Review management accounts to inform projected performance and make recommendations for future budget provision
- Ensure that all financial procedures and processes are operated, and all income and expenditure is accounted
- Ensure Departmental Managers are commercially aware of targets and are leading teams to achieve both income and expenditure budgets
- Produce monthly reports for the Head of Health and Leisure on period performance, identifying trends and escalating areas of concern
- To continually review data and insight to inform the operations of The Dome, ensuring the most effective and efficient use of available resources
- Produce reports, where appropriate to the Head of Health and Leisure on strategies to increase commercial opportunities, revenue and participation at The Dome

## Human Resources

- To be an inspirational and motivational leader of your teams to promote a culture aligned with VOICE principles
- To ensure all colleagues are supported to develop and ensure equality in respect of progression and training opportunities to maintain and improve the quality of customer service
- Maintain accurate employee records, ensuring that all training, absence and performance management is recorded and that all necessary qualifications for your team are maintained and kept current
- Build strong working relationships with peers both at The Dome and within the wider organisation
- Attend training courses relevant to the role and maintain personal CPD
- The duties and responsibilities above are not exclusive nor exhaustive, and the post holder may be required to undertake other reasonable duties within DCLT, commensurate with the role.

# Person Specification

Experience	E	D	MOA
Experience of working at a senior management level in a role, such as Leisure Manager	x		AF/I
Successful planning, monitoring and reporting to support growth and achievement of targets	x		AF/I
Successful working collaboratively with colleagues and managers	x		AF/I
Significant experience of leading and managing staff, resources and customer care at a senior level	x		AF/I
Proficient in the use of Microsoft Office and CRM Systems	x		AF/C/I
Excellent verbal and written communication skills	x		AF/I
Ability to plan own workload, prioritise and meet deadlines	x		AF/I
Ability to self-motivate and work independently	x		AF/I
Team working experience, through empowerment and encouragement	x		AF/I
Operational knowledge of building management systems and plant systems	x		AF/I

	E	D	MOA
Proven leadership skills and experience in addressing and resolving performance and conduct issues	x		AF/I
Training and development of staff to ensure delivery of business objectives, KPI's and personal targets	x		AF/I

<b>Qualifications &amp; Training</b>	E	D	MOA
Maths & English GCSE pass (Grade C/Level 5)	x		AF/C/I
Level 5 Management Qualification	x		AF/C/I
Degree Level Qualification		x	AF/C/I
First Aid at Work Certificate		x	AF/C/I
Pool Plant Operator		x	AF/C/I
L3 Health & Safety at Work, e.g IOSH Certificate in Occupational Safety and Health		x	AF/C/I
Safeguarding Training*		x	AF/C/I
<b>Personal Qualities</b>			
Ability to work as a team or individually	x		I
Approachable, good interpersonal skills	x		I
Self-motivated and enthusiastic	x		I
Enthusiastic about completing training & learning new skills	x		I
Positive attitude	x		I
Ability to motivate and influence individuals and groups			I

Personal Circumstances	E	D	MOA
Ability to work at other DCLT locations within Doncaster	x		I
Ability and willingness to work outside of normal hours, including evenings and weekends. To work flexibly to ensure operational shift cover	x		I

**E – Essential**

**D – Desirable**

**MOA – Method of Assessment**

**AF – Application form**

**I – Interview**

**C – Certificate**

**\*Must qualify within probationary period**

**IF YOU ARE INTERESTED IN THIS ROLE, PLEASE APPLY ONLINE AT  
[www.dclt.co.uk/jobsandcareers](http://www.dclt.co.uk/jobsandcareers)**

**FOR MORE INFORMATION OR AN INFORMAL CONVERSATION,  
PLEASE CONTACT [chris.wright@dclt.co.uk](mailto:chris.wright@dclt.co.uk)**

**CLOSING DATE FOR ALL APPLICATIONS:  
12.00pm, 12th March 2025**



