

Job Description

Job title	Sport Centre Business Improvement Manager
Directorate	PLACE : Regeneration, Community and Culture
Division	Sport, Leisure, Tourism and Heritage
Range	MPR 5
Reports to	Commercial Operations Manager

Main purpose of the job:

To support the management team in operational management of Medway Council's sports centres, meeting the needs of customers and increasing income and footfall

To lead and co-ordinate the delivery of programmes and projects across Medway Council Sports Centres to maximise and increase annual income targets.

Working alongside colleagues in communications and digital to deliver effective marketing campaigns, maximising social media and digital opportunities

Carrying out analysis and evaluation by using information and intelligence to support improvement.

Establishing effective ways to improve customer engagement

Develop partnership working to enable successful engagement of partners and project related goals.

Develop performance management targets of Medway Council Sports Centres to ensure cost effective access to services and initiatives to customers.

Reviewing and/or drafting team processes to improve outcomes.

Liaise with stakeholders in a way that promotes the [vision and values](#) of the Council.

Accountabilities and outcomes:

Providing affordable active and excellent sports and related activity opportunities to all Medway residents

Manage and develop the contract for till systems for the service, ensuring improvements for our customers and service

Manage the swimming lesson processes for the service, ensuring a high quality product and increasing income levels to meet targets

Manage the membership products, ensuring a high quality offer and income levels meet targets

Ensuring, as part of wider management team, a safe environment for customers to undertake sport and active recreation

Ensuring the centre facilities always meet nationally recognised standards

Setting, monitoring and delivering against annual income targets as agreed with the Head of Sport and Greenspaces Development

Identifying opportunities to increase sports participation within the centre, maximising the use of all available facilities

Identifying opportunities to increase centre income above agreed annual targets, maximising the use of all available facilities

Ensuring staff always provide exceptional customer service, as measured by the council's customer satisfaction questionnaire

Establishing effective policies and procedures around customer service

Establishing effective ways to improve customer engagement

Establishing effective internal and external partnerships to maximise opportunities to increase participation

Working closely with colleagues in the wider service to ensure service plan targets are met

Establishing and managing an effective communication system which ensures all staff understand the centre's targets and their individual roles and responsibilities

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Organisation:

This role reports to the Sport and Leisure Manager

The post holder will have line management responsibility.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

FIXED - The post holder will be permanently based at one of the following sports centre's, Medway Park, Strood Sports Centre, Hoo Sports Centre, Splashes sports centre although they may be expected to work at any location across Medway Sport facilities.

Person Specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

Educated to degree level qualification or equivalent management experience.

Industry recognised management of Health & Safety qualification

Senior Management qualification, Level 5 management and leadership.

Suite of e learning courses and management level courses as provided by council workforce development

Other qualifications demonstrated to be commensurate with the needs of the service

Level B (in addition)

Suite of e learning courses and management level courses as provided by council workforce development

Continued CPD to support service delivery and increasing income.

Bespoke programme of in house training courses

Level C (in addition)

Other qualifications demonstrated to be commensurate with the needs of the service

Bespoke programme of in house training courses

Knowledge

Level A

Demonstrates knowledge of the full range of procedures, policies and concepts involved in the role

Confidently and consistently provides good quality advice and guidance based on specialist/technical knowledge.

Successfully communicates corporate message to the teams and, ensures all teams are aware of how his/her roles fits in with the council's objectives and values.

Level B (in addition)

Advanced theoretical/ practical/procedural/organisational /policy knowledge across a specialist area

Knowledge, skills and responsibility for large expenditures from an agreed budget.

Translates the council's Core Values into practice at work.

Understands the organisation's priorities and how his/her role fits in and can explain this to others

Offers solutions for improvements to working practices and identifies where more efficient working could make savings.

Level C (in addition)

- Can develop plans for the medium term (several months up to a year) to ensure that work is completed to the standard and timescales required.

Manages problems as they arise, acts decisively and within limits of authority.

Contributes to the development of workforce plans and procedures

Experience

Level A

Demonstrable experience of managing a sports centre or comparable customer-facing facility

Demonstrable experience of setting and achieving income targets

Demonstrable experience of working within an agreed budget while providing effective service delivery to the benefits of customers

Demonstrable experience of managing staff and casual employees

An understanding of the legislative framework relative to Sport & Health related activities

Assessor qualification in relevant discipline

Relevant health and safety, first aid and other qualifications commensurate with the needs of the service

Level B (in addition)

Shows a willingness to keep abreast of developments in his/her area of work

Monitors the effects of own decisions and prepared to take ownership for own actions.

Sets clear direction for, develops, manages and coaches productive, high performing teams covering more than one area of activity/in more than one work place. And/or Interprets and provides guidance on external regulations relating to employees, adapts and interprets internal policies and procedures based on the needs of the service And/or Has a shared responsibility for developing policies and procedures relating of employees, which have a significant impact on the organisation.

Level C (in addition)

Management lead on area of business for the service, ie Health and Safety, Safeguarding, Customer Service.

Deals with poor performance/conduct/attendance issues and employee grievances and concerns, appropriately for wider services

Skills

Level A

Ability to manage a team

Adapts well to new ways of working

Displays well developed communication skills when dealing with any of the following: caring, training, leadership, motivating, advising, guiding, presenting.

Written and numerical communication is accurate and well presented.

Level B (in addition)

Is accountable for large expenditures of up to £50000 from an agreed budget or income, with supervision, and including setting, monitoring and ensuring effective spend of budget

Ability to analyse and interpret varied and complex information to develop strategies and solutions over the long term.

Can analyse and interpret technical, procedural, or specialist information and compose correspondence and reports, using technology as required

Thinks creatively to find solutions and provide responses

Level C (in addition)

Able to work independently and deal with unexpected problems and situations with confidence

Confident in dealing with unusual situations where there are no recognised procedures in place.

Follows good financial practice in accordance with local requirements, as set out in financial regulations and procedures.



medway.gov.uk

   Medway Council

Medway
COUNCIL
Serving You