

THE JAMES HORNSBY SCHOOL

JOB TITLE: Sports Centre Manager	
GRADE: BAND 4 (PT 26 – 34)	HOURS: 37 hours
RESPONSIBLE TO:	HR Manager, Headteacher
EMPLOYEE SUPERVISION:	Recreation Assistants

Purpose of Post:

To provide efficient and effective overall leadership and management of the Sports Centre and associated facilities including, operations, programming, promotion, development and staffing, ensuring it provides excellent customer services whilst achieving business, financial and operational targets.

SPECIFIC AREAS OF RESPONSIBILITY:

Lead, manage and organise all aspects of the Centre's day-to-day operations, ensuring they are carried out efficiently and economically within agreed budgets, policies and procedures. Provide visible leadership to all centre staff ensuring they are highly trained and motivated and operate at high levels of both performance and efficiency.

- To prepare, agree and implement an annual business plan for the operation and development of the centre.
- To build a high profile rapport with customers and create an excellent, quality 'customer experience' within the centre and ensuring existing customers are retained.
- Ensure the highest quality standards of customer care, cleanliness and service delivery are achieved within the centre,
- Continually monitor and review the standards achieved, taking appropriate action to rectify and reverse adverse trends identified.
- Provide termly reports of sports review to HR Manager and Headteacher.
- Efficiently and swiftly dealing with enquiries, complaints and emergencies, ensuring issues are reported to HR Manager and/or Headteacher.
- Develop and review on an ongoing basis with the Headteacher a sports centre "customer charter" incorporating standards and expectations.

- Advertise and promote the centre to increase usage, which may include commissioning and considering market research. Prioritise target activities and user groups, especially in local community. To work in conjunction with the Extended Schools Co-ordinator to ensure the needs of the community are met by developing a wide range of activities.
- To develop a brand plan for the Centre, ensuring that the membership base is sustained and grows.
- Actively develop and maintain effective relationships and partnerships – internally with other school departments and externally with customers, clubs and other bodies to ensure effective operation of the centre and to raise awareness and use of the centre.
- Ensure promotional liaison with the Extended Schools Co-ordinator and other school parties to ensure their input to achieve the above.
- Supervise operational shifts and carry out other duties as required.
- Ensure the financial systems and procedures utilised within the centre are robust and compliant with financial and audit requirements.
- Ensure income received is managed appropriately and cash is deposited with the finance team in line with financial regulations.
- Prepare and monitor centre budgets, income targets and business plan.
- Monitor and evaluate service, membership and financial performance of the centre, providing monthly reports and cash projections for the Headteacher, HR Manager and Finance Manager.
- To ensure that all conditions contained within leases and service specifications relating to the Centre are met. Regularly liaising with service providers/suppliers and the schools Premises Manager to ensure that satisfactory standards of operations are consistently achieved to enable the promotion and enhancement of the centres' performance.
- Manage and implement all Health & Safety requirements and legal requirements including all procedures in relation to fire precaution, licenses, food, COHSS, heating, pool plant, ventilation, energy management, swim safety and conservation, ensuring compliance at all times.
- Management of pool plant and pool testing.
- To hold a first aid qualification and arrange and monitor relevant training for staff.
- To hold first aid qualification and arrange relevant training for new employees.
- Participate in the schools Health & Safety committee arrangements and attend termly committee meetings.

- Recruiting, training and supervising staff including preparing and managing staff weekly rotas
- Ensure that all school and Trust human resources procedures and policies are adhered to in the sports centre team.
- Ensure that all staff are fully conversant and compliant with school safeguarding policy.

Personal Development

- Fully participate and engage in the schools' Performance Management Procedures,
- Keep fully abreast of trends and developments within the leisure, health and fitness industry and discuss own training and development needs with Manager as appropriate.

The above mentioned duties are neither exclusive nor exhaustive and the post holder may be called upon to carry out such other appropriate duties as may be required by the School HR Manager/Head Teacher within the grading level of the post and the competence of the post holder.

The James Hornsby School is an equal opportunity employer and is committed to the safeguarding and promoting of the welfare of children and young people and expects all staff to share this commitment. An Enhanced DBS check is required for the successful applicant.

Compiled by:

Date:

Agreed by Postholder:

Date:

Headteacher:

Date: