The Prospect Trust

TOMLINSCOTE SPORTS CENTRE

Job Description: Sports Centre Deputy Manager

Salary Scale:	£21,943.00 - £24,184.00 per annum
Hours of Work:	Full time - 36 hours per week
Contract Type:	Permanent
Accountable to:	Sports Centre Manager
Accountable for:	Sports Centre

Job Purpose:
To assist the Sports Centre Manager (SCM) in providing 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, income, financial and operational targets.

The postholder will normally be the most senior member of staff on site and will deputise for the Sports Centre Manager in his absence.

Responsibilities

1. Operational Management

Provision of Health & Fitness Services

a) Whilst on duty to lead, manage and organise all aspects of the Centre's day-to-day operations, ensuring they are carried out within agreed policies and procedures.
b) Ensure all staff are aware of the ethos and standards expected in the provision of service to customers to achieve consistently high levels of customer satisfaction.
c) Undertake fitness room inductions for centre members.
d) Ensure that all cleaning and maintenance associated with the centre and external facilities is undertaken to the required standard.

Administration

a) Manage bookings to optimise use of the Centre, including the management of 3G bookings and ensure that these are in accordance with Football Foundation requirements with regards to "club allocations".
b) Develop staff rotas to ensure the provision of all services is covered and in the event of staff absence to ensure that appropriate cover is arranged.
c) Maintain all records relating to the operation of the centre to provide assurance.
d) Order supplies to ensure stock levels maintained in an efficient manner.
e) Ensure that all staff timesheets are completed and submitted in a timely manner.
f) To ensure that all School and Trust policies are adhered to at all times.

Finance

g) Manage the receipt of cash and other payments and ensure that these are accounted for and banked in a timely manner.

Promotion

h) Work alongside the SCM to develop and deliver an annual programme of promotion to ensure that membership facility bookings and class attendance are optimised.

i) Ensure promotional materials e.g. timetables, offers, etc are available and regularly promoted to the local community though the use of identified effective media e.g. advertising and social media.

Line Management

j) To provide visible and professional leadership to the Sports Centre Team, promoting an effective, proactive and customer focussed service.

2. Strategic Development

a) Assist the SCM in the strategic development of the service to ensure its continued success..

b) Assist the SCM on the development of business plans and bids as required to support the development of new services.

3. Communication

a) Communicate effectively within the team to ensure a high level of customer service is delivered.

b) Develop strong links with the school, in particular the Head of PE, to ensure that the "shared facility" arrangement works for all parties.

c) Develop strong links with the local community and ensure all partner clubs and stakeholders feel valued by the Centre.

d) Ensure the Sports Centre's website is maintained and provides relevant information for members and customers.

4. Training and Development

a) Ensure all staff are trained in the safe delivery of services.

b) Participate in arrangements for further training and developments.

c) Participate in the Tomlinscote School Performance Management Programme as per whole school policy.

5. Health & Safety

a) Maintain a safe working environment at all times.
b) Ensure all equipment and accommodation is regularly checked for H&S compliance and that this is documented as required.
c) Undertake risk assessments of new activities and regularly review risk assessments of existing activities to confirm continued validity.
d) Ensure entry to the Centre and site is restricted to bona fide users.
e) Ensure all equipment is maintained and that the associated records are maintained.

6. Safeguarding

a) Be aware of and comply with policies and procedures relating to child protection, safeguarding, pastoral issues, health and safety, security, confidentiality and data protection. Reporting all concerns to the appropriate person.

7. Other Duties

a) Carry out any other tasks commensurate with the role/grade as may be requested by the Sports Centre Manager from time to time.

Sports Centre Deputy Manager: March 2022

Person Specification: Sports Centre Deputy Manager

Qualifications, skills and knowledge

Qualifications

- A good standard of general education including English and Maths;
- Evidence of formal qualifications relevant to role e.g. Level 2 Gym Instructor;
- First Aid.

Essential	Desirable
• Building positive and collaborative working relationships with internal and external stakeholders;	• In-depth understanding of Sports Centre Management;
• Driving a customer focused culture and monitoring service delivery;	• Creating and maintaining a culture where all staff feel valued, motivated and are supported to deliver;
• Ability to organise and prioritise.	• Commercial experience including marketing and service development;
• Management of cash and other payment methods;	• Health & safety knowledge and experience of undertaking risk assessments;
• High professional standards and personal integrity, with high expectations of self and others;	• Understanding and promotion of Safeguarding requirements;
• Ability to operate under pressure with an aptitude for identifying issues and developing solutions;	• Good ICT skills, particularly Microsoft office and membership databases.
• Articulate verbal and written communication skills with the ability to accurately communicate and engage with different individuals and groups;	• Management qualification;
• Committed to continuous professional development;	• Knowledge and experience of the education sector.
• Able to react calmly and positively when faced with setbacks or challenging situations.	

Job Requirements

- Ability to work days, evenings and weekends.