

## JOB DESCRIPTION

<b>POST TITLE:</b>	<b>Leisure Operations Manager</b>
<b>GRADE:</b>	<b>14</b>
<b>DIVISION / UNIT:</b>	<b>Leisure/ Leisure Insourcing</b>
<b>DEPARTMENT:</b>	<b>Environment and Leisure</b>
<b>REPORTS TO:</b>	<b>Head of Leisure Insourcing</b>

### PURPOSE OF THE JOB

To utilise facility management expertise to provide excellent Leisure facilities that are fit for purpose and provide a safe environment for customers and staff, while managing a sound, robust and timely trading service across the insourced Leisure Services Division.

To lead delivery, embedding and championing of an effective quality management and assurance system to support success in delivering a commercially viable long term service.

### PRINCIPAL ACCOUNTABILITIES

#### Responsibilities

1. Responsible for the design and control of operations, which achieve the standards as defined by the Council, Council Policies, Performance Targets and meeting all statutory obligations. Responsible for overseeing the Quality System and Quality Assurance processes to enable delivery of a safe, clean and quality environment for customers to enjoy a positive experience of all services offered. To ensure that all the Council's Health and Safety obligations are met, regularly reviewed and improvement processes in place. Devise mechanisms to ensure an effective register of risks is maintained, reviewed and updated on a regular basis.
2. To ensure that appropriate policies and procedures are in place and are implemented to manage the Council's assets, in respect of building and equipment repairs and maintenance, cleaning and security and compliant with all necessary statutory obligations.
3. Provide leadership and presence across the whole service to inspire and effectively communicate, with purpose, service expectations and standards to be delivered across the borough.

4. Plan, monitor, and control use of the service financial and operational staffing resources in accordance with the financial plans.
5. Responsible for the management and development of the team, including setting appropriate work plans and performance expectations, reviewing on a regular basis and reporting outcomes. Ensure that all staff are suitable for the role they are employed in, sufficiently trained, inducted and monitored for knowledge, skills and behaviours. Give due consideration to every person's health and wellbeing, and provide appropriate opportunities for them to grow and develop.
6. Design mechanisms to ensure planning and collection of appropriate data to measure, monitor, evaluate and improve performance through a continuous process and report outcomes. Ensure effective reporting, governance and compliance of facility management arrangements
7. Responsible for overseeing operation of facilities with regard to energy management, energy conservation, building energy rating, environmental best practice and to explore all opportunities to improve performance. Ensure premises are maintained and repaired to the highest standard.
8. To lead the team on contributing to the development of the vision for the operation and delivery of the highest possible standards of service and innovation at the Council's facilities, and increase access to sport and active recreation, creating more opportunities for Southwark residents to enhance their quality of life and health.
9. Design and deliver an effective building preventative maintenance programme, response maintenance programme, management of a building and equipment life cycle cost plan and contribute to development and delivery of capital projects to improve performance.
10. To oversee management, review and reporting of Leisure Services equipment, fixtures and fittings inventories.
11. Implement a digital modernisation plan which makes best use of operational software and improves the effectiveness and efficiency of operations.
12. Lead on improvement of the service operational management systems, processes and best practices. Benchmark performance against other providers and complete appropriate industry accreditations to support the quality of service provided.

## **JOB CONTEXT / REPORTING to :**

The role is responsible for ensuring the council continues to provide excellent quality leisure services for our residents in the future and in accordance with the relevant council strategies, Fairer Future Promises, council plan targets and Southwark Stands Together values – the Council's commitment to addressing racial inequality.

The post will play a key role in providing leadership and presence across the whole service to inspire and effectively communicate, purpose, service expectations and standards to be delivered across the borough facilities.

The Leisure Division sits within the Department of Environment and Leisure, which is responsible for the day-to-day management of parks and open spaces, trees, sports and leisure, cemeteries, youth and play, highways, roads, parking, refuse collection, street cleansing, culture and libraries. It also looks after public health, trading standards and consumer safety.

The Council Plan sets out the council's commitments across six themes. The Environment & Leisure Department supports or leads on a number of these:

- A place to call home
- Climate Emergency
- A green and fair economic renewal
- Tackling health inequalities
- A great start in life
- Southwark Together

**REPORTS TO:** Head of Leisure Insourcing

**SUPERVISES:** Facilities Manager and General Manager.

**FINANCIAL RESPONSIBILITIES:** Management of revenue budgets relating to operation of facilities circa £8 million pounds.

Management and monitoring of revenue and capital budgets including the implementation and delivery of financial strategies for the service; ensuring resources are in place to comply with all Health and Safety legislation and delivery of the service in line with the Services Specification and that corporate standards are adhered to throughout

The preparation of documents for the provision of services, including the identification and management of risk; monitoring of the performance of the Leisure Centres and reporting as necessary to the Head of Leisure Insourcing.

## CONTACTS:

### ***Council***

Frequently represents the Council within external partnerships, meeting contractors, responding to external enquiries, meeting external agencies, working with the community and general public; and with consultants and contractors.

### ***Division***

Represents the Division in corporate groups when commissioning services or coordinating activities with other Divisions. Frequent contact with other team members in matters relating to the delivery of the operation of the facilities. Deputises for the Head of Leisure Insourcing where appropriate.

The position is one of three posts that report directly to the Head of Leisure Insourcing, together with the Leisure Commercial Manager and the Leisure Support & Systems Manager.

## **Grade/Conditions of Service**

Grade 14

36 hours per week including some out of hours working when required.

The employment is subject to a probationary period of twenty six weeks from your start date of employment with Southwark Council, during which time you will be required to demonstrate to the council's satisfaction your suitability for the position in which you are employed.

# PERSON SPECIFICATION

The person specification is a picture of skills, knowledge and experience required to carry out the job.

	Essential (E)	How assessed (S/ I/ T)
<b>Knowledge, including educational qualifications:</b>		
Knowledge of operational practices to support the development and growth of a new service, including digital applications.	E	S/I
Recruitment, employment, training and performance review of staff	E	I
Reviewing and analysing existing processes and establishing tasks, policies and procedures for all staff.	E	I
Planning, setting goals and tasks and implementing systems to monitor performance.	E	S/I
Knowledge of contract and project management, monitoring and evaluation-	E	I
Knowledge of building management, including energy management, digital applications, repairs and maintenance management, planned maintenance programmes, lifecycle cost planning and responding to building related problems.	E	S/I
Knowledge of health and safety, risk assessment, safeguarding, prevent, equality and all statutory obligations associated with facility operation.	E	S/I
Knowledge of customer relationship management and current best practice	E	I
<b>Experience:</b>		
Experience in a senior leisure management role, to communicate effectively at a senior level and good presentation skills.	E	I
Experience working as an operations manager and delivery of excellent facility management processes.	E	S/I
Experience of building, strategy, policy and procedures within a Quality Management and Quality Assurance system.	E	I
Experience of managing and deployment of staff and resources including, recruitment, training and performance review of staff.	E	S/I
Experience of financial management to include budget preparation, monitoring and forecasting.	E	I
<b>Aptitudes, Skills &amp; Competencies:</b>		
Ability to organise, plan and prioritise a heavy workload	E	I
Ability to work flexibly, independently and as part of a team, doing what is required to get the job done to a high standard	E	I
Ability to define problems and produce innovative solutions against financial constraints	E	I
Ability to communicate effectively both orally and in writing with a wide range of people including leisure centre staff, members, senior officers, community representatives and the general public	E	I
Be able to use, review and monitor data and use computer applications to prepare statistical and written reports	E	I

Be able to represent the division both within the Council and externally	E	I
<b>Special Conditions of Recruitment:</b>		
<p>Comply with and promote the Council's Equal opportunities policy.</p> <p>Required to work weekends and evenings to meet the needs of the service.</p>		

**Key:**

<b>E</b>	Essential	<b>S</b>	Shortlisting criteria
		<b>I</b>	Evaluated at interview
		<b>T</b>	Subject to test