

# Job Description and Person Specification

## Operations Assistant Manager

A Lambeth to be proud of



**Job Title: Operations Assistant Manager**

**Department: Growth & Environment**

**Division: Community Services**

**Business Unit: Active Lambeth**

**Grade: PO1**

**Reports to: Operations Manager**

**Responsible for: Duty Managers, Casual and Permanent staff**

## **Context**

Active Lambeth is the in-house leisure service run by the council, consisting of eight facilities across the borough. In addition to providing 6 gyms, there are 4 swimming pools, Saunas, treatment rooms, outdoor sport pitches, tennis courts, sports halls, Cafes, a Family Leisure Zone, climbing, adventure golf, bowling, karaoke, Multi Sport Simulator and more.

Active Lambeth is committed to keeping its residents active by offering a range of exciting activities for people of all ages and the General Manager for a facility has responsibility for ensuring customers have a great experience in a clean and safe environment.

## **Job Purpose**

The Assistant Manager is responsible for the day to day running of two facilities within the Active Lambeth portfolio, one wet side and one dry side. They will provide leadership for Duty Managers and Supervisors to ensure centres open safely while ensuring effective rotas are in place for all functions. They will support the General Manager in increasing uptake of dry side facilities such as sports halls, squash courts, tennis courts, football pitches, and some leisure facilities such as Adventure Golf. They support the general manager on driving commercial performance for their centre through increasing block booking.

They will ensure swimming pools, changing rooms, saunas and steam rooms are in the optimal condition, ensuring that all policies and procedures related to pool safety are adhered to. They will lead by example by carrying out cleaning duties and will ensure everyone in the centre takes ownership for the cleanliness of the facility.

## **Responsibilities**

- Lead, manage and organise all aspects of the site's operations, ensuring they are carried out efficiently and economically within agreed policies and procedures.

- Lead on outreach activities to promote the centre's diverse product offer to drive up membership sales and casual sales through collaboration with marketing.
- Generate additional footfall into centres through introduction of new events, competitions and products to maximise utilisation of space, such as new or revised fitness classes, trampolining, archery, handball, rollerskating etc.
- Develop a calendar of social events to create a sense of community and to retain membership.
- Work on projects as required to support performance improvement of a facility.
- Ensure all organisational, statutory and non-statutory health and safety requirements are met.
- Take responsibility for ensuring all dry side equipment is in good working order and taking action to resolve quickly (i.e. nets, bats, rackets and fitness equipment)
- Take responsibility for ensuring all wet side facilities are safe and in good working order; carry out frequent checks and take action to resolve issues such as pool temperature quickly.
- Ensure anyone carrying out lifeguard duties has the relevant and up to date training.
- Provide visible leadership to all staff, ensuring they are motivated and operate at high levels of both performance and efficiency.
- Support recruitment activities as required to ensure operational resilience.
- Ensure all members of the service team are effectively supervised and that all people management procedures are effectively operated within the team.
- Ensure that all staff are aware of developments, policies, practices and procedures through regular and effective communication processes.
- Take responsibility for the mentoring and development of service area staff and ensure that all mandatory training is carried out in a timely manner.
- Ensure the highest quality standards of customer care and service delivery are achieved within the service area.
- To work flexibly across either site, covering Bank Holidays, evening and weekend shifts as required to ensure there is management cover across the 7-day operation.
- Provide cover for key posts such as Deputy General Manager or Duty Manager as required, supervising operational shifts and carrying out any other duties as required.
- Take part in appropriate continuing professional development.
- To undertake any other duties commensurate with the post's level of responsibility.

- Active Lambeth Managers are required to either hold the NPLQ qualification or an equivalent pool management qualification and may only work on poolside covering for a lifeguard where they hold an up-to-date NPLQ.

## PERSON SPECIFICATION

<p>It is essential that you can meet the following requirements for the role and be able to give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A).</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with "Ticks" (✓) on the person specification when you complete the application form.</p>			<b>Shortlisting Criteria</b>
<b><i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i></b>			
<b>Key Knowledge</b>	K1	Knowledge of the leisure industry in a management capacity.	✓A
	K2	NPLQ, PPO, NPMQ	✓A
	K3	Proficient in the use of Microsoft Office Suite, in particular Word, Excel and Outlook	
	K4	Knowledge of Health & Safety and compliance standards.	
	K5	Knowledge of electronic booking systems	
<b>Relevant Experience</b>	E1	Experience of communicating confidently and effectively at all levels, both verbally and in writing	
	E2	Experience of stakeholder engagement at all levels	
	E3	Experience of managing teams to drive performance	✓A
	E4	Experience of setting and achieving sales targets and carrying out outreach activities	✓A

<b>Core Values and Behaviours</b>		<p><b>Equity</b></p> <ul style="list-style-type: none"> <li>Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter.</li> <li>Ensure fairness and justice is at the heart of my decision making and support to my team and others.</li> <li>Take time to build trust, building the respect of our stakeholders and ensuring as a team we take accountability for doing what we agree to do.</li> </ul>	
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		<p><b>Kindness</b></p> <ul style="list-style-type: none"> <li>• Treat each member of my team with <b>respect and dignity</b> just as I would want for myself.</li> <li>• <b>Encourage</b> each member of my team to do their very best work and am available to them to provide support and guidance.</li> <li>• Personalise my support to each team members and look out for them, lending a hand wherever I can</li> <li>• Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together</li> <li>• Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard</li> <li>• Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals.</li> <li>• Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth.</li> <li>• Look after the health and wellbeing of my team members and encourage open and regular discussions about the issues that impact on them, working together to find solutions.</li> </ul>	
		<p><b>Accountability</b></p> <ul style="list-style-type: none"> <li>• I encourage and support my team to do the right thing even when it's tough and we communicate our decisions in a timely way</li> <li>• I ensure my team and employees take individual and collective accountability for performance and delivery, making sure that they have clear plans and performance objectives.</li> <li>• I ensure my team plan ahead, getting the basics right and take swift action when problems arise</li> <li>• I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others.</li> </ul>	

		<ul style="list-style-type: none"> <li>• I provide regular, timely and constructive feedback to my team members on their performance and behaviours and act quickly when performance is not on track.</li> <li>• I share my learning, knowledge and skills with others through coaching and mentoring and encourage others to do the same.</li> <li>• I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do.</li> <li>• I encourage my team to learn and grow and ask questions to find the information they need to do their jobs</li> </ul>	
		<p><b>Ambition</b></p> <ul style="list-style-type: none"> <li>• Am proud of our borough and my team and encourage everyone in the team to aim for the highest possible standards of excellence in everything we do.</li> <li>• Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved.</li> <li>• Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together</li> <li>• Encourage and support my team to be courageous for our residents and communities and stop at nothing to ensure they have the best possible outcomes</li> <li>• I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities.</li> <li>• Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries.</li> <li>• Make time for my team to grow and develop taking advantage of opportunities to learn from each other and others. We plan our learning and career growth.</li> </ul>	