



Job Description

Job Title: Stantonbury Leisure Centre (SLC) Operations Manager
Responsible to: Stantonbury Leisure Centre (SLC) Manager
Hours: 37 hours, full year (some flexibility within core operational hours)
This role may need to cover holidays and sickness absence for Duty Managers which will include shift patterns.
Pay Grade: £35,500 - £40,000 (dependent on experience)

Job Context:

Stantonbury Hub comprises Stantonbury Leisure Centre (SLC) and Stantonbury Theatre (ST). Both venues are at the centre of the local community and a focal point for families.

SLC has a 25 metre swimming pool, full fitness gym, sports hall, astro turf and many other fitness spaces available to hire. There is a full swimming programme and a high level of gym membership.

Key Responsibilities:

- Work as part of the Hub Leadership Team supporting the growth and maximising the opportunity to increase sales, streamline operations and develop opportunities for the Theatre and Leisure Centre to work together.
- Oversee the operational management of SLC ensuring it is always staffed appropriately, clean, safe and compliant for all users. Maintain a high standard of customer service
- Management of the Health and Safety provision across the Hub alongside the Theatre Technical team, the Leisure Centre Manager and the Landlord (SS).
- Lead the team of SLC Duty Managers and other operational duty staff including oversight of their recruitment, training, rota's and supervision including casual staff, lifeguards, and fitness teams.

Job Description:

Leadership Team

1. Be part of the Leadership team to promote the Leisure Centre in the development and delivery of facilities, programmes and services to meet the needs of customers and communities.
2. Deputise as required for the SLC Manager and oversee the day to day running of SLC and associated facilities.
3. Act as key holder for SLC where necessary, ensuring security procedures are followed, including opening/closing and responding to out-of-hours calls.
4. Attend regular Leadership meetings to represent SLC and collaborate with colleagues to ensure a holistic view of development, marketing, income generation, community support and

the efficient use of the hub admin team.

Operational Management

5. To carry out duties at all times according to the normal operating procedures, emergency action plans, policies and staff handbooks.
6. Maintain excellent customer care standards and ensure facilities and service meet diverse user needs.
7. Ensure high standards of performance, presentation, and cleanliness across all facilities.
8. Ensure efficient staff deployment and correct staffing levels that are appropriate for the safe, effective and efficient operation of the facilities.
9. Consult with customers and staff to identify improvements and report to the Manager. Promote activity programmes, special projects, and community engagement initiatives.
10. Attend meetings and events as required.
11. Advising and supporting customers and responding appropriately to comments, complaints and requests.
12. Support the Manager in monitoring budgets, reducing costs, and increasing income, ensuring compliance with financial regulations.
13. Administer activity booking systems and Gym membership scheme to a high standard. Collate performance statistics and prepare reports as required.
14. Contribute to the ongoing development and improvement of facilities, programmes and services.
15. Aim to reduce wastage and uphold our environmental values of being as sustainable as possible in all tasks.
16. Help establish a sales culture and use social media as a marketing tool.
17. Build and maintain positive relationships with key stakeholders, committees, and boards.

Health & Safety Compliance

18. Implement, monitor and review health and safety systems (Standard Operating Procedures SOP, COSHH, risk assessments).
19. Conduct regular checks on facilities, equipment, and plant rooms, reporting risks or defects promptly to the SLC Manager and where appropriate to the School.
20. Ensure Health & Safety, Risk Assessment and Child Protection legislation policies are complied with, developing a culture of safety and inclusion and adopting a zero tolerance position to any safeguarding, protection or violence issues.
21. To effectively and actively promote the health and safety policy so that the operation is conducted entirely in accordance with the Health and Safety at Work Act and all other relevant health and safety protocols and environmental legislation.

Staff Leadership & Development

22. Line manages the Duty Manager team and other leisure team colleagues as required.
23. Support the recruitment, induction and development of all SLC operational staff including casual staff.
24. Oversee, monitor and maintain accurate records of staff training, ensuring appropriate training is given and recorded for all / specialist job roles and operational requirements.
25. Support the SLC with absence management, disciplinary processes and investigations as required for all hub colleagues.
26. To work as an effective member and leader of teams, developing other colleagues and acting as a role model, demonstrating strong personnel management skills.
27. Set high expectations for staff and encourage a commitment to professional learning and continuous improvement.
28. To deliver/provide opportunities for staff training on operational standards and NPLQ.

29. Work in compliance with the Codes of Conduct, regulations and policies and the organisation's commitment to equal opportunities.
30. Actively promote a positive and collaborative workplace culture.
31. Attend and undertake any necessary training online or in person.

OTHER DUTIES:

You may be required to perform duties, appropriate to the post, other than those given in the job specification. The duties and responsibilities attached to posts may also be varied without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and would not themselves justify reconsideration of the grading. As a result of such variations, it will be necessary to update this job specification from time to time.