

TORFAEN LEISURE TRUST

JOB DESCRIPTION



Position Details	
Position Title: Assistant Manager	
Salary: £23,175 - £25,750 per annum	
Section/Unit: Operations	Location: Pontypool Active Living Centre
Responsible To: Centre Manager	Responsible For: Centre Operational Staff
Date Issued: January 2023	

Job Purpose
<p>To be directly responsible for the day to day operation of the facility. To ensure efficient and effective utilisation of all resources, excellent delivery of customer service and security of the facility.</p> <p>To be responsible for one of the following corporate responsibilities:</p> <ul style="list-style-type: none">• Health & Safety• Facilities Management• Staffing• Programming & Marketing <p>(at Fairwater one Assistant Manager will be responsible for H&S and Facilities and one for Staffing and Programming)</p> <p>To be a pro-active member of the Centre's Operations Management Team and provide the lead in developing the Team to support Torfaen Leisure Trust's management philosophy.</p>

Principal Accountabilities and Responsibilities
<p>Operational Management</p> <ul style="list-style-type: none">• To ensure adequate staffing levels on shift in order to meet customer expectations and deliver a quality service.• Manage the Sports Assistant and Cleaner teams and check all daily / weekly / monthly checks/jobs are completed as per timescales and recorded using all available systems.• To ensure all wet and dry activities are set up in timely manner and run according to programme making sure activities are delivered safely and effectively.• To ensure all pool safety / operating procedures are in place and adhered to.• To complete all necessary shift paperwork as required and maintain all appropriate records, systems, and financial processes in accordance with standard operating procedures.• Assist management to continuously improve energy utilisation.

- To provide hands on support and leadership of any area of the operation as required.
- To ensure the supervision and welfare of all staff based at the facility including delegation and management of duties performed.
- Ensure the facility is managed to the agreed standards of housekeeping, cleanliness, repair and maintenance.
- Ensure the maintenance of safe working practices and safety checks and emergency procedures are operating in accordance with the Health & Safety at Work Act, Torfaen Leisure Trust Health & Safety Policy and codes of practice including the completion of relevant documentation.
- Pro-actively anticipate customer feedback whenever possible in addition to handling customer complaints, concerns and comments using the relevant systems. Ensure customer satisfaction through ownership and resolution of issues.
- Have an understanding of daily and monthly sales targets and performance and how these impact budgets and associated KPI's. Drive these on a daily basis with the site teams through regular interactions and ensure all staff are following the agreed sales process.
- Ensure employees are trained in the methods of operation and systems of work in the facility including induction of new employees.
- To ensure public order in the facility taking action to minimise vandalism and anti social behaviour and for the general security of the facility including responding to emergency call-outs as one of the nominated key holders.
- Accountable for collating and accounting for all fees, charges and income, including arrangements for cash security and for banking of cash in accordance with financial regulations.
- In accordance with the financial regulations to have the authority to purchase and to monitor expenditure budgets.
- To ensure the highest standards of cleanliness in all areas by effective management of staff and resources at all times.
- Liaison on a regular basis with the Centre Manager on all matters relating to the operation, service and promotion of the facility and to attend meetings and prepare reports as necessary.

In relation to corporate area of responsibility

Health & Safety

- Responsibility for the development, monitoring and review of safe systems of work including carrying out, monitoring and reviewing risk assessments.
- Responsibility to ensure COSHH, RIDDOR, First Aid and accident/incident procedures are in place and adhered to.
- Responsibility for ensuring the correct manual handling techniques are adhered to and that health and safety requirements are met for all activities and events.
- To ensure all alarm testing is carried out regularly and staff are fully trained on EAP and evacuation procedures.
- To ensure all pool safety / operating procedures are in place and adhered to.
- Ensure PPE is available for all relevant staff and stock levels are checked and remedial action taken if required.
- To ensure all site daily, weekly, monthly and annual health & safety checks are

completed in a timely manner and recorded using the relevant systems.

- To have overall responsibility for co-ordinating site work experience.
- To liaise with Centre Manager and General Manager to co-ordinate NPLQ Training.

Facilities Management

- To be responsible for and to monitor the cleanliness of the facility both internal and external to include car park checks.
- Ensure effective systems in place for cleaning stock control and to be responsible for ordering cleaning materials and chemicals.
- Accountable for ensuring all defects are reported to the Facilities Team and follow up any action in order to meet customer expectations.
- Accountable for the monitoring of environmental conditions and ensuring that documented systems addressing environmental issues are in place and records are maintained.
- To co-ordinate checks of pool plant and technical operations, checking records of maintenance and repairs, reporting all defects to the Facilities Team. Take the lead in management of site pool plant operation training.
- Responsibility for the operation of the Building Management System.
- To ensure pool water checks and plant room checks are completed as per procedure.

Staffing

- Responsibility for rotas, the monitoring of annual leave and reporting of sickness to include monthly sickness reports for Human Resources.
- To have responsibility for the recruitment process, including shortlisting and interview arrangements in accordance with legislative requirements and TLT policies and procedures.
- To monitor probation periods for new starters and complete and return probation reports as per procedure.
- To be responsible for the co-ordination of timesheets, overtime records and payroll administration ready for submission to Leisure Support.
- To issue the leisure uniform and maintain stock levels.
- Responsibility to ensure all HR documentation is accurate and passed to Leisure Support in a timely manner.
- Ensure employees are trained in the methods of operation and systems of work in the facility, including induction of new employees.

Programming & Marketing

- Conduct activity and empty space analysis and report to the Centre Manager.
- To liaise with the Marketing Team regarding new activities and promotions including the display of information on site.
- Regularly review usage figures and provide suggestions for programming of new activities.
- Ensure TLT brand standards are displayed throughout the site with all promotional and advertising materials including but not limited to posters, leaflets and noticeboards.

Resources/Equipment/Material

- Responsible for the accuracy of data relating to the IT/CRM systems relevant to the work of the team.
- Responsible for the accuracy of data relating to the compliance systems.
- Responsible for ensuring the safekeeping of all sporting, office and reception equipment relevant to the work of the team.

Supervision/Management of People

- Sports Assistants, Cleaners and any other staff on shift, in the absence of their direct Line Manager.

Knowledge, Skills, Training and Experience

- NVQ Level 3 in Leisure Management or equivalent, or leisure management experience of an equivalent nature with the ability to obtain the qualification within two years of employment.
- National Pool Lifeguard Qualification, or the ability to obtain the qualification within 6 months.
- Pool Plant Operators Certificate, or the ability to obtain the qualification within 6 months.
- Current First Aid certificate or the ability to obtain within the first 6 months.
- Experience of working within the leisure industry.
- Experience of health & safety management, including swimming pools.
- Experience of supervision of staff.
- Ability to lead and motivate a team and work effectively alongside others.
- Proven customer care skills.
- Ability to work under pressure and prioritise workloads of self and others.
- Intermediate Microsoft Office skills.
- Good numerical and written skills.

Special Working Conditions

- Expected to manage and prioritise work commitments.
- Required to work a flexible shift pattern outside normal hours, including evenings, weekends and public holidays where determined by the needs of the business.

General

- To observe confidentiality in all aspects of work and to comply with the data protection Act 2018 and the new General Data Protection Regulations GDPR
- To demonstrate a willingness to undertake training development and learning opportunities to improve skills.
- Comply with and support others to observe Health and Safety Act 1974 procedures and processes.

- To work within the Trust's policy and procedures in respect of equal opportunity, anti-discriminatory and anti-oppressive practices.
- To accept that this job description may be periodically subject to review.
- To undertake any other duties and/or times of work as may be reasonably required of you, commensurate with your grade or general level of responsibility within the organisation, at your place of work or based in any other establishment.

PERSON SPECIFICATION

Please note you will need to meet the essential criteria to be invited for interview.



Requirements	Selection Method		
	Essential or Desirable	Score	Tested at Interview and/or Application Form
Education/Qualifications/Knowledge			
1.1 4 GCSE's Grade A-C including Maths and English or relevant experience	D		Application form / Interview
1.2 Current Pool Plant Operators Certificate.	D		Application form / Interview
1.3 First Aid at Work Certificate	D		Application form / Interview
1.4 Knowledge of Health & Safety Legislation	E		Application form / Interview
1.5 Pool Lifeguard Qualification	D		Application form / Interview
Experience			
2.1 Experience of working in the Leisure Sector in a Customer facing role.	E		Application form / Interview
2.2 A minimum of 2 years experience in Team Leader / supervisory role in a similar environment	D		Application form / Interview
2.3 Experience of working with outside organisations to deliver services	D		Application form / Interview
2.4 Experience of Computer Operating systems	E		Interview
2.5 Knowledge and experience of the services provided by the Trust	E		Interview
Skills and Abilities			
3.1 Ability to prioritise workload to ensure that deadlines are met	E		Interview
3.2 Ability to provide input to create new procedures to improve service delivery	E		Interview
3.3 Ability to communicate effectively to a variety of audiences including Staff and Customers	E		Application form / Interview
Personal Attributes			
4.1 Excellent organisational skills	E		Application form / Interview
4.2 Ability to work using own initiative	E		Interview
4.3 Ability to be discreet and maintain confidentiality at all times	E		Interview
Circumstances			
5.1 Able to travel independently between centres	E		Interview
5.2 Able to work evenings, weekends and Bank Holidays	E		Interview
Total Short Listing Score			

Score key: 0 = Not Met Criteria 1 = Fully Met Criteria