



JOB DESCRIPTION & PERSON SPECIFICATION

SERVICE AREA:	Leisure Services	POSITION NO: various
SECTION:	Leisure Sites	GRADE: 6
JOB TITLE:	Assistant Leisure Manager	DATE PREPARED: 27 January 2010 Reviewed Sept - Dec 2015 Reviewed 25 January 2018
EVALUATION DATE:	08 February 2018	JE NUMBER: HCL035

DIGNITY AT WORK: To show, at all times, a personal commitment to Looked after Children and treating all customers and colleagues in a fair and respectful way, which gives positive regard to people's differences and individuality (for example, gender, gender identity, nationality or ethnic origin, disability, religion or belief, sexual orientation, age). Assists in ensuring equal access to services and employment opportunities for everyone and promotes the Company's Equal Opportunities in Employment Policy.

PURPOSE:
To support the Leisure Manager with site management (for designated site from list below) supporting all operational activity and contribute to planning on site including programming, staff management, performance monitoring, budget monitoring, health and safety and customer care, managing the site as a business unit. To actively promote the site to encourage increased participation and healthy lifestyle choices and take a lead role with the bookings procedure to include timely income recovery. Assist the Leisure Manager in the financial control of the sites budgets including, income targets and monitoring of expenditure.

- List of sites designated to Leisure Managers
1. Woodford Leisure Centre
 2. Ennerdale Leisure Centre
 3. Hull Arena
 4. East Hull Baths & Waudby centre
 5. Albert Avenue Pools
 6. Beverley Road Baths
 7. Costello Stadium & Sutton Golf Course

PRINCIPAL ACCOUNTABILITIES:

Please note decision making must be included within the Principal Accountabilities

- | | |
|----|---|
| 1. | To promote and safeguard the welfare of children, young people and/or vulnerable adults |
| 2. | To assist the Leisure Manager in operational healthy safety aspects relating to the designated sites these tasks to include reviewing, updating and arranging training as required. Ensuring risk assessments and safety inspections are regularly undertaken, control measures are in place and necessary actions carried out. |

3.	To take the lead role, programming activity on site that meets customer needs, and proactively market and publicise events and activity that generates increased usage.
4.	To assist the Leisure Manager in managing income and utilisation targets on site and take associated actions to meet targets. Ensure all monies are collected within the correct periods
5.	To be responsible for accurate collection and analysis of site based data. To use data to assist Leisure Managers decision making on site.
6.	To assist the Leisure Manager in the management of staff designated to the site, including appraisals, team meetings, effective communications, staff rotas and effective deployment via shifts and overtime arrangements. Direct the activities of the Duty Team Leaders.
7.	To ensure that the site management provides a high level of customer care and staff are responsive to customer needs.
8.	To ensure that the site is maintained in a clean and tidy manner at all times delegating supervisory tasks to Duty Team Leaders, and property maintenance issues are reported through the correct HCAL channels promptly.
9.	To assist the Leisure Manager in overall site security, managing all operational security matters and delegating tasks to the Duty Team Leaders.
10.	To provide operational cover, as requested by the Leisure Manager covering annual leave and other absences, and supporting other colleagues with cover during absences from work. Working as a team to plan holiday cover and maximise resources. Able to change site with other Assistant Managers when requested, subject to the needs of the service. Available and flexible to work unsociable hours including evening and weekends as required by the service.
10.	The Health and Safety at Work etc. Act 1974 and associated legislation places responsibilities for health and safety on Hull Culture and Leisure, as your employer and you as an employee of the company. In addition to the Company's overall duties, the post holder has personal responsibility for their own health & safety and that of other employees; additional and more specific responsibilities are identified in the Company's Corporate H&S policy.
GENERAL: The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility. The postholder must be flexible to ensure the operational needs of the Company are met. This includes the undertaking of duties of a similar nature and responsibility as and when required, throughout the various work places in the Company.	

DIMENSIONS:

All sections should be completed – if there aren't any state 'none'

1. Responsibility for Staff:

To assist the Leisure Manager in management of staff designated to the site, including Duty Team Leaders, Leisure Assistants, Coaches, Fitness Instructors, and Receptionists. The post is responsible for up to 22 FTE at any one time.

2. Responsibility for Customers/Clients:

To assist the Leisure Manager in safe management of customer data under the Data Protection Act.

3. Responsibility for Budgets:

To assist the Leisure Manager in monitoring budgets relating to the site including income targets. The post holder has no responsibility for authorizing spend.

4. Responsibility for Physical Resources:

To assist the Leisure Manager in site security, coordinating operational security matters with the Duty team Leaders.

WORKING RELATIONSHIPS:

All sections should be completed – if there aren't any state 'none'

1. Within Service Area/Section:

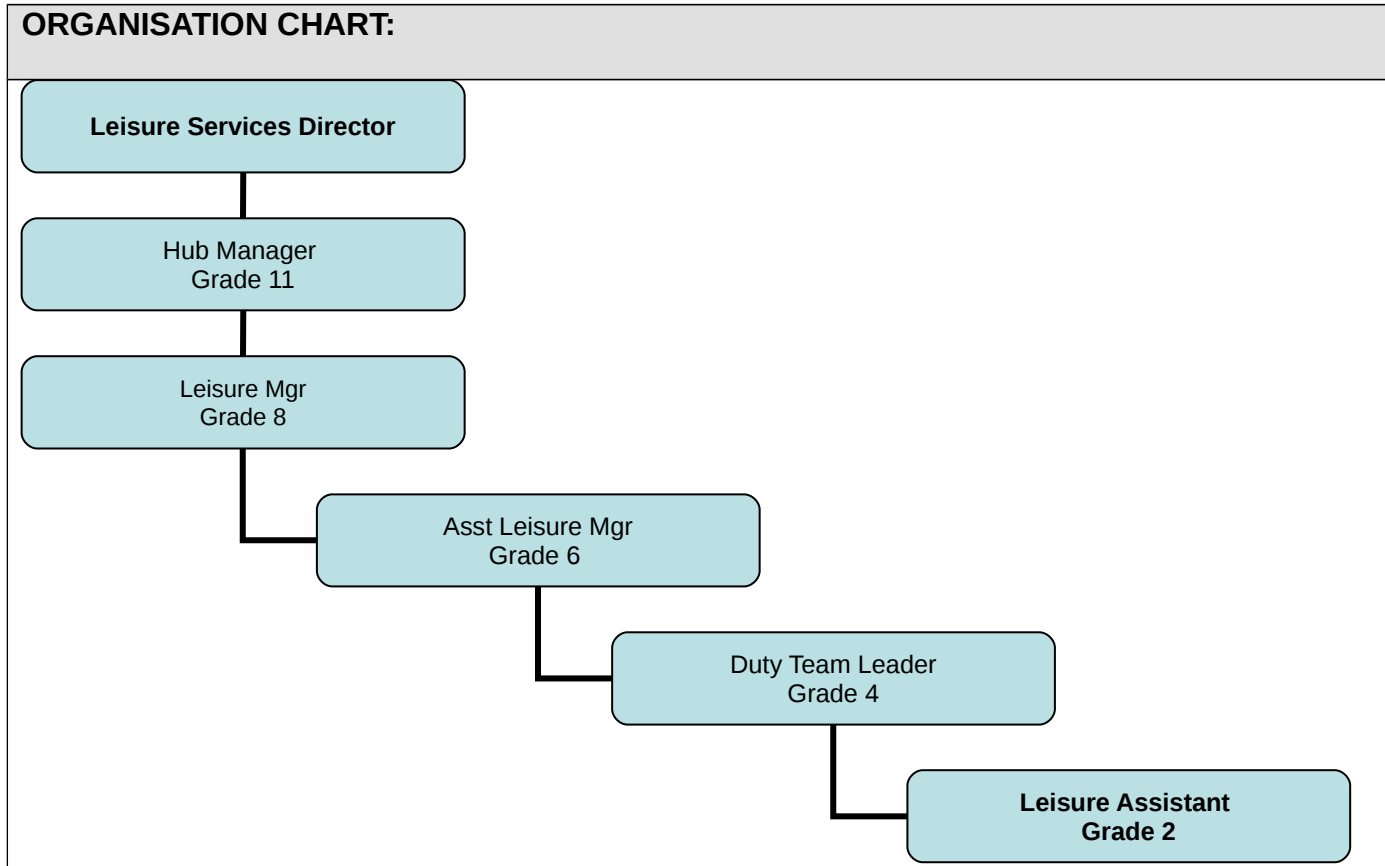
Maintain collaborative working relationships with all Leisure Managers and Assistant Managers, participating to joint programming and projects.

2. With Any Other Company Areas

Maintain regular reporting lines with NPS/Property Dept

3. With External Bodies to the Company

Maintain good working relationship with sports clubs and organisations using the site.



	<i>Tick relevant level for each category</i>						Supporting Information (if applicable)
	Not applicable	Low	Moderate	High	Very High	Intense	
PHYSICAL DEMANDS: Physical Effort and/or Strain – (tiredness, aches and pains over and above that normally incurred in a day to day office environment).			X			N/A	The post holder is required to carry out health & safety inspection throughout the sites and visits a number of locations on a regular basis. Setting out equipment.
WORKING CONDITIONS: Working Conditions – (exposure to objectionable, uncomfortable or noxious conditions over and above that normally incurred in a day to day office environment).			X			N/A	The post holder will be required to visit/inspect Plant and equipment on a regular basis. Occasional decontamination of faecal matters from pools.
EMOTIONAL DEMANDS: Exposure to objectionable situations over and above that normally incurred in a day to day office environment.		X					The post holder will be required to deal with customer complaints face to face and via the telephone deal with conflict situations.

PERSON SPECIFICATION		Tick relevant column		List code/s*
<p>The information listed as essential (the column that is shaded) is used as part of the job evaluation process. The requirements identified as desirable are used for recruitment purposes only.</p> <p><i>*Codes: AF = Application Form, I = Interview, CQ = Certificate of Qualification, R = References (should only be used for posts requiring DBS's), T = Test/Assessment, P = Presentation</i></p>		Essential	Desirable	How identified
		1.	Qualifications:	
	Recognised qualification in relevant management area		X	AF/CQ
	First Aid at Work	X		AF/CQ
	NEBOSH Certificate or IOSH Managing Safety or equivalent	X		AF/CQ
	Qualification in Automatic External Defibrillator use in emergency situations.		X	AF/CQ
	ISRM / swimming pool plant operator's certificate or equivalent experience. Must gain the qualification within one month of start date		x	AF/CQ
2.	Relevant Experience:			
	Managing a customer facing service		x	AF
	Site or venue management		x	AF
	Budget and performance monitoring		x	AF
	Working in a leisure environment	X		AF
	Programming activity		x	AF
3.	Skills (including thinking challenge/mental demands):			
	Motivation to work with children and young people and/or vulnerable adults (<i>service area to include where appropriate</i>).	X		I
	Ability to form and maintain appropriate relationships and personal boundaries with children and young people and/or vulnerable adults (<i>service area to include where appropriate</i>).	X		I
	Leadership and people/team management		x	I
	Customer care	X		I
	Analytical		x	I
4.	Knowledge:			
	A knowledge and commitment to safeguarding and promoting the welfare of children, young people and/or vulnerable adults (<i>service area to include where appropriate</i>).	X		I
	Sound knowledge of health and safety practices	X		I
	ICT literate and ability to operate booking systems	X		I
5.	Interpersonal/Communication Skills:			
	Verbal Skills			
	Ability to establish professional, effective working relationships with a range of partners/colleagues and children & young people and/or vulnerable adults	X		I
	Good verbal communication	X		I
	Ability to communicate effectively with Customers	X		I
	Able to deal with conflict situations	X		I
	Written Skills			
	Ability to compile brief notes and short reports		x	AF
	Ability to prepare budget monitoring reports		x	AF
	Ability to prepare performance monitoring reports	X		I

PERSON SPECIFICATION		Tick relevant column		List code/s*
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	Ability to prepare risk assessments and health and safety inspections	X		I
6.	Other:			
	None			
The requirements listed below are not considered during the job evaluation process, but are essential requirements for the role that will be assessed during the recruitment process.				
7.	Additional Requirements:			
	If there aren't any state None		N/A	
8.	Disclosure of Criminal Record:			
	The successful candidate's appointment will be subject to the Company obtaining a satisfactory Enhanced & DBS Children's Barring List Disclosure from the Disclosure & Barring Service	X		DBS Disclosure
	If the postholder requires a DBS disclosure the candidate is required to declare full details of everything on their criminal record.	X		AF(after short listing)
	If the postholder does not require a DBS disclosure the candidate is required to declare unspent convictions only.	N/A		AF(after short listing)