

Job Title	Sports Centre Assistant Manager
Job Family	Support Staff
Line Manager	Sports Centre Manager
Salary Range	29k to 31k depending on experience
Key Stakeholders/Internal Customers	External customers, Assistant Head of Sport, Director of Facilities and Services, and Heads of individual Sports.
Hours	This is a full-time appointment. You are expected to work an average of 40 hours per week on a shift basis which will include early mornings, evenings, weekends, Bank Holidays and Christmas and you will need to be flexible in your hours of work to suit operational requirements. You will not be paid overtime, being expected to take time off in lieu instead.
Holidays	28 days paid holiday. Your annual leave must not be taken at the same time as the Sports Centre Manager.
Location	Repton School – Repton and Repton Prep campuses
Benefits	Employer Pension Scheme Sports Centre Membership
Role Overview	
To assist the Sports Centre Manager with the management and leadership of the Repton Sports Centre, ensuring the effective management of all staff whilst delivering the provision of facilities, and efficiently operating the facility whilst maximising profit from commercial/non-school activities. Ensure both the school and the commercial timetables are well balanced and offer an excellent customer experience.	
Role Outcomes	Key Performance Indicator(s)
<p>Sports Centre Management. Oversee the operational procedures of the Sports Centre and external facilities, including the prep school campus Sports facilities.</p> <p>Adhere to safe methods of working keeping all relevant documentation up to date and compliant with legislation and industry standards.</p> <p>Ensure efficient operations of the facility, whilst maximising profits.</p> <p>On-going identification of additional time slots to increase revenue from the letting of the school's Sports facilities.</p>	<p>Feedback from customers</p> <p>Observation/Evidence of behaviour</p> <p>Audits</p>

<p>Business Services. Provide high quality customer service to all bookings. Ensure effective management with a proactive approach to offering the best version of Repton School/Enterprises. Ensuring day to day activities run smoothly maximizing processes and procedures. To support and develop Learn 2 Swim programme , to liaise with the Sports Centre Manager to identify new opportunities and promote Repton Sports Centre to the local community.</p>	<p>Feedback from customers and stakeholders Programming/Usage reports</p>
<p>People Management. Effectively manage and lead the Sports Centre staff for whom you may be responsible, including casual workers. Deliver training to new and current employees. cover any DM shifts required to ensure smooth running on Repton Sports Centre.</p>	<p>Feedback from staff. Delivery of Training 1 to 1's & team meetings.</p>
<p>Other Duties. A flexible and supportive, can-do attitude ensuring a collaborative approach across the enterprise team. has been delivered within the department and to our customers.</p>	<p>Feedback Evidence of behaviour</p>

Role Responsibilities

Sports Centre Operations

You are responsible for overseeing all activities taking place within the Sports Centre facilities and managing staff including the main building, astro's, outdoor tennis and netball courts, indoor tennis courts and old gymnasium. Your duties will include but not be limited to:

- To support the work of the Sports Centre Manager.
- To ensure all day-to-day operational, financial, clerical and administrative tasks are being carried out.
- Providing cover for Duty Manager shifts as required.
- Ensure that safe methods of working are adhered to all times, in accordance with HASWA Regulations, Normal and Emergency Operating Procedures, Risk, COSHH, Manual Handling Assessments and any other relevant legislation / guidelines and comply with the Accident and Incident Reporting Procedures.
- To attend mandatory staff training sessions.
- To ensure all daily records are maintained, including accident report forms and near miss forms.
- Carry out health and safety checks, including updating relevant documents such as PSOP and Risk Assessments.
- Implement all relevant policies and procedures relating to the management of the Sports Centre staff. Including relevant policies such as the Equal Opportunities Policy, Health & Safety Policy, and Child Protection Policy.
- Have pro-active communication with Repton School and Repton Prep School staff to ensure delivery of a successful and growing programme. Whilst meeting the requirements for both the school and the community. And support duties as the school may reasonably require from time to time.
- To support the Sports Centre Manager to ensure all in recruiting and managing operational staff required to run the Sports Centre successfully.
- To support the Sports Centre Manager to ensure all customer comments and complaints are dealt with effectively and promptly.
- To act as key holder for the Sports Centre and respond to all emergency service callouts after normal working hours.
- To support the Sports Centre Manager to ensure robust facility management and maintenance regimes are developed, implemented, and reviewed including developing maintenance, normal operating procedures and quality management plans.
- To ensure all swimming sessions have the correct lifeguard cover at all times.
- Co-ordinate and oversee the upkeep of the swimming pool: chemical levels and plant room duties including restocking of chemical products in conjunction with the Sports Centre budget.
- To be responsible for the provision of a high standard of cleanliness, presentation and safety through the on-going review and development of systems, procedures, and training.
- Operate and maintain a system of quality control which ensures that the service provision, presentation and maintenance of facilities and equipment are always consistently to the highest standard and quality, including:

1. Providing high quality cleaning services throughout the facilities continuously

monitoring, reviewing standards and taking appropriate remedial action when necessary

2. Overseeing a quality assurance system for the maintenance and review of, for example, operating procedures, documents and health and safety management
3. Liaising with Maintenance and various contractors on any works identified as part of the SCentre Planned Preventative Maintenance program or because of the default reporting system.
4. Controlling a maintenance monitoring system for buildings, plant and all types of equipment to ensure they are kept in good condition and safe to use.
5. Ensuring that the internal and external quality of facilities and plant room area is always maintained to a high standard of presentation.
6. Maintaining security and control of the building and stock supplies.

Contribute to the Swimming & Racquets club

- Booking sessions onto the computer system in place, ensuring these are kept updated and meet all safeguarding policies and procedures.
- Supporting the Sports Centre Manager with budgeting and accounting for all Sports Centre activities.
- Supporting the Sports Centre Manager with reviewing and monitoring ongoing budgets.

People Management

- Effectively manage and lead the Sports Centre staff for whom you may be responsible, including casual workers.
- To record and maintain all RLSS training schedules and ensure all NPLQ renewals are actioned when needed.
- To support staff in their development and training so they deliver expected performance outcomes, and their skills are maximized to achieve Enterprise success.
- To deliver monthly 1 to 1's to Duty Managers and any other staff required and have clear targets in place for them to achieve throughout the year.
- Sign off the timesheets for monthly payroll and annual leave information
- You are directly responsible for the following staff;
 - Lifeguards
 - Receptionists
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Business Services

- To support all promotional initiatives and marketing plans and assist with customer consultation work.
- Actively promote memberships and services available in the Sports Centre
- Lead a commercial approach to the provision of services, identifying and responding to changes in customer needs and expectations.
- Provide high quality customer service to all bookings from initial contact to final invoice.
- Create, develop and maintain effective relationships with organisations, clubs, National Governing Bodies and funders to create relationships and networks of support to develop a varied programme of activity, creating pathways of opportunities.
- To work with key stakeholders to ensure activity programming is maximised at the Sports Centre.
- To communicate all developments and new activity with relevant staff and the marketing team to gain the required promotion and support.
- To carry out all responsibilities with regards to customer care and equal opportunities procedure.

Other Duties

- Collaborative working with all Enterprise departments to ensure programmes are effectively delivered and achieved.
- Attending meetings to develop working relationships with key stakeholders.
- Create and monitor all staff rotas to ensure the Sports Centre is staffed efficiently.
- To cover annual leave and sickness of Duty Managers and lifeguards as and when required.
- To ensure all maintenance tickets related to the Sports Centre are raised in a timely fashion to the maintenance team and followed up to completion.
- Lifeguard as and when required.

Person Specification

Relevant Prior Experience

- 3+ years experience working in a leisure industry within a supervisory role
- First aid training
- Excellent interpersonal skills with the ability to communicate at all levels and age groups.
- Plant room and swimming pool knowledge desirable.
- Excellent organizational and administrative skills
- Understanding of a commercial business inside of an education establishment
- Knowledge and understanding of managing finances in a leisure facility.
- Working with and managing large teams.
- Knowledge and understanding of health and safety legislation.
- Qualification in Leisure Management and/or Operational business Services.

Candidate Profile

- High energy, resilient, can-do attitude, proactive approach
- Approachable, polite & calm under pressure
- Technically capable and willing to learn
- Confident verbal communicator, able to communicate effectively with professionals, staff, pupils and contractors.
- Used to working at pace and managing a diverse and varied portfolio of work
- Confident and competent in the use of technology and supporting databases
- Care and attention, particularly for all aspects of health and safety. Ability to monitor the performance and needs of staff and identify action to improve poor performance.

Other Important Information

Safeguarding

Promoting and safeguarding the welfare of children and young persons for whom you are responsible and with whom you come into contact is a critical part of all roles at Repton/Foremarke.

Under the Sexual Offences Act 2003 it is a criminal offence for a person over 18 (e.g. teacher, matron, Sports coach) to have a sexual relationship with a child under 18 where that person is in a position of trust in respect of that child, even if the relationship is consensual. This applies where the child is in full-time education and the person works in the same establishment as the child, even if s/he does not teach the child.

Moreover, whatever the age of the pupil, a sexual relationship between an employee and a pupil will be considered an abuse of a position of trust and gross misconduct, likely to result in dismissal.

Health

The successful applicant will be required to complete a Health Declaration once a formal offer of employment has been made and accepted.

Children Act and Referees

Successful appointment will be dependent upon statutory criminal conviction checks including an enhanced DBS Check in accordance with the Children Act, as well as favorable reports from two referees. It will be assumed that the School may contact your nominated referees without further reference to you, unless you specify any alternative arrangements.

Child Protection Policy

All applicants must be familiar with our Child Protection Policy which can be found at <https://www.repton.org.uk/userfiles/reptonmvc/Documents/06-Key-Information/Employment-Opportunities/170916-Child-Protection-and-Staff-Behaviour-Policy.pdf>