



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

Operations Manager (Indoor)

Facilities Directorate



Salary: Grade 7 (£34,304 - £40,927 p.a.)

Reference: FDCCS1378

Closing date: 26 June 2022

Interview date: 5 July 2022

Operations Manager (Indoor), Sport and Physical Activity, Facilities Directorate

The University has recently made significant investment into the indoor facilities at The Edge, Gryphon Sports Centre and Cromer Terrace Studio and has invested £1.2 million in an extension and refurbishment project of the fitness suite. Alongside providing state of the art fitness equipment, the facility offers a 25 metre 8 lane swimming pool, sauna, steam room, 150 classes per week across 3 dedicated class studios, an indoor climbing wall, squash courts and the largest indoor sports hall in Leeds. We are now looking to recruit an Indoor Operations Manager to be accountable for a large team of staff with multiple direct and indirect reports who operate in a variety of roles from Assistant Operations Managers and Duty Managers, to Receptionists and Recreation Assistants.

What does the role entail?

As an Operations Manager, your main duties will include:

You will be the commercial lead for the Indoor Operations team and be responsible for setting the customer service standards in conjunction with the Assistant Head of Sport and overseeing the delivery of these standards on a day to day basis. You will be accountable for scheduling the programming across the swimming pool/indoor facilities and for the effective management of Health and Safety within all areas. In addition you will have responsibility for ensuring the highest standards in leadership and management of staff and maintain financial and operational records in accordance with University procedures.

You will have substantial experience working in a Sport or Leisure Facility in a management role, with experience of effectively managing budgets, resources and business development. You will have demonstrable experience of monitoring and maintaining customer service and Health and Safety standards, with proven experience of effectively engaging, leading, motivating, supporting and developing large teams. You will have proven communication and interpersonal skills, with the ability to build rapport and develop effective relationships across different teams.

As part of this role you will be required to work throughout the opening times of the facilities; which will include working evenings and weekends, University closure days and Bank Holidays. You will also be required to cover Duty Manager Shifts when required; including covering for holidays, sickness or training.

Main duties and responsibilities

- Provide effective leadership to ensure that all aspects of the indoor Operations
- Contribute to the achievement of the strategic and financial plan for Sport and Physical Activity, (SPA)
- To review the existing staffing arrangements and to develop a flexible staffing system that encourages movement across all Sport and Physical activity sites
- To be a key member of the SPA Senior Management Team and contribute to strategic plans and developments for the Service as a whole
- To work with the Operations Team to foster the culture of excellence in SPA and to promote and uphold the University and Service values through personal example and working practices
- Any other duties as may reasonably be required, consistent with the grade of the post

Customer Care

- As part of the Sport and Physical Activity Management Team, to set the standards of customer care and take responsibility for their delivery within the indoor facilities
- To ensure that an inspirational customer experience is provided throughout the Indoor Operations teams and that an exceptional standard of service is delivered across all facilities and activities
- To review and prepare customer service standards and to ensure delivery meets customers' needs by continual monitoring and responding to all customer experience measures and feedback

Management and Development of Staff

- To motivate, inspire and lead all staff, ensuring that the University's HR policies are followed at all times, taking responsibility for ensuring that all employees within Indoor Operations are appropriately appraised and developed
- To support and develop operational staff, providing a strategic lead and ensuring engagement at all levels with the Service's strategy and vision

- To demonstrate the capabilities in the University Leadership and Management Standard ensuring that appropriate training and development is identified and undertaken to enable you and your teams to achieve this
- To encourage cross functional working across the Sport and Physical activity sites to develop a one team culture and approach

Health and Safety

- To work within and ensure adherence to the University and Sport and Physical Activity Health and Safety and Equality and Diversity policies
- To maintain a safe working environment, ensuring that Indoor Operations complies with University and SPA Health and Safety policies and current legislation relating to sport
- To produce and maintain risk assessments, standard operating procedures and performance systems and procedures in line with University policy
- To ensure that the swimming pool operates in a safe, efficient and effective manner, with well trained staff operating in a well maintained facility
- To ensure the efficient and safe management of pool water testing and plant is undertaken by the team and contractors as appropriate
- To ensure accidents/ near misses are recorded in accordance with University procedures

Facilities Management

- To be responsible for the maintenance, repair and refurbishment of all Indoor Operations facilities to ensure the physical quality of the portfolio is improved and maintained in line with agreed targets for condition and fitness for purpose. This will require close working with the Assistant Head of Sport (Operations) to determine priorities and standards, and management of the Indoor Operations equipment replacement investment strategy
- To be responsible for the efficient management and development of the facilities and activities within Indoor Operations to ensure that the current and future needs of customers are met or surpassed and that planned performance targets are achieved or surpassed
- To ensure effective facility programming that is aligned with the service aims and objectives and to further extend the usage of facilities available by identifying opportunities to diversify and increase profitable income streams within Indoor Operations to benefit the Service

Business Development

- To support the Assistant Head of Sport (Operations) in obtaining and maintaining Quality Accreditation standards for the Service
- To continuously monitor the cost-effectiveness and quality of the operation by assessing customer needs, identifying trends through data analysis and interpretation, and to recommend and advise on change where necessary
- To work with the Assistant Head of Sport (Operations) to develop the operation's business objectives and income targets. To ensure all relevant commercial opportunities are identified and subsequently exploited by the team
- To liaise with major stakeholders and customers, maintaining existing and developing new relationships, both internally within the University and externally, in order to strengthen the customer service performance within Indoor Operations
- To take responsibility for the financial performance of Indoor Operations in line with targets and priorities set out within the SPA business plan and strategy, ensuring that the University's financial regulations are adhered to at all times
- To contribute information and reports as necessary, to Senior Management Team relating to areas of responsibility of the post

What will you bring to the role?

As an Operations Manager, you will have:

- Substantial experience working in a Sport or Leisure Facility in a management role, with demonstrable experience of setting and successfully managing budgets in line with organisational procedures
- Demonstrable experience of monitoring and maintaining exceptional customer service standards
- Demonstrable experience of successful business development within a leisure environment
- Demonstrable experience of effectively leading, motivating, developing and managing large teams
- Demonstrable experience working in a swimming pool environment, monitoring the maintenance and effectiveness of the pool plant equipment.
- Experience of developing and successfully implementing staff training programmes

- Experience of managing health and safety systems within a sports environment, with knowledge of relevant legislation relating to the sports facilities
- Proven communication and interpersonal skills, with the ability to build rapport and develop effective relationships across different teams
- Strong influencing and negotiation skills
- Commitment to demonstrate behaviours in line with the values of Commercial Services and the University
- Level 2 National Pool Plant Operators Certificate
- IOSHH Qualification/National Pool Manager Qualification or equivalent

You may also have:

- Specialist knowledge of quality accreditation programmes e.g. QUEST, Customer First
- Experience of working in Sport in a Higher Education environment

How to apply

You can apply for this role online; more guidance can be found on our [How to Apply](#) information page. Applications should be submitted by **23.59** (UK time) on the advertised closing date.

Contact information

To explore the post further or for any queries you may have, please contact:
Suzanne Glavin, Head of Sport & Physical Activity
Email: s.j.glavin@leeds.ac.uk

Additional information

For more information about Sport and Physical Activity visit <https://sport.leeds.ac.uk/>.



Working at Leeds

Find out more about the benefits of working at the University and what it is like to live and work in the Leeds area on our [Working at Leeds](#) information page.

Candidates with disabilities

Information for candidates with disabilities, impairments or health conditions, including requesting alternative formats, can be found on our [Accessibility](#) information page or by getting in touch with us at disclosure@leeds.ac.uk.

Criminal record information

Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975

This post requires an enhanced and barred list criminal record check from the Disclosure and Barring Service (DBS), and any equivalent overseas authorities where relevant. The successful candidate will be required to give consent for the University to check their criminal record status. All applicants are required to make a self declaration where applicable.

Any offer of appointment will be subject to the University being satisfied with the outcome of these checks, in accordance with our Criminal Records policy. You can find out more about required checks and declarations on our [Criminal Records](#) information page.

