



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

Front of House Manager, Sport & Physical Activity



Salary: Grade 5 (£27,344 - £31,387)

FDSPA1063

Close date: 28 November 2024

Interview date: 4 December 2024

We will consider job share and flexible working arrangements.

FIXED TERM TO END 31 MARCH 2025

Front of House Manager Sport & Physical Activity, Facilities Directorate

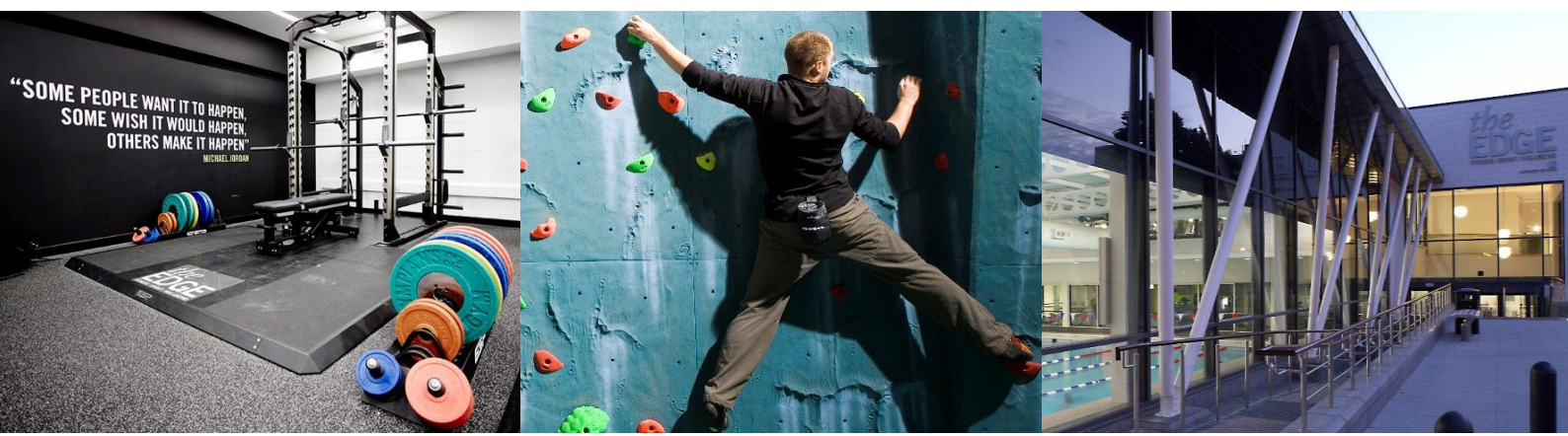
Do you have experience leading a team of customer service advisors? Do you have a background in customer service?

We are seeking a Front of House Manager to lead and motivate a team of customer service advisors, providing support to all indoor sports facilities. Working alongside our Duty Management team, you will provide support in the safe and effective operation of our sports facilities and provide support to the Senior Management team and to staff across the service.

You will have experience of working in a leadership or management role, with a background in customer service. You will have excellent communication, planning and organising skills, with the ability to work effectively with others, and work under pressure in challenging situations.

You will be responsible for managing staff rotas, and the recruitment and training of your team. Your role is required to work with colleagues across the Sport & Physical Activity service, supporting the operation of the facilities and the operations management teams.

This role will require working across the hours which the business is open, this includes evenings and weekends. You will be primarily based at one of our designated sports facilities, however, will be required to work at any of our sports facilities when required.



What does the role entail?

As a Front of House Manager, your main duties will include:

- Day-to-day management of the Customer Service Advisors, including preparing staff rotas and delegation of work to ensure sufficient staff cover, induction, training and development, performance management, and contributing to the recruitment process;
- Day-to-day management of indoor facility reception areas, ensuring that relevant cleaning, maintenance, and equipment set up tasks are completed to a high standard, carrying out daily inspections of the facilities and arranging relevant repairs and maintenance to be completed;
- Acting as a first point of contact for more complex queries, complaints with a view to respond professionally and efficiently, ensuring an effective customer service adhering to service standards and values.
- Undertaking the associated duties of the staff team as required (Customer Service Advisor) and taking responsibility of the facilities in the absence of senior managers;
- Undertaking specific projects and working to key performance indicators (KPI's) and targets, as required;
- Monitoring bookings made for all facilities on the Leisure Management System, and ensuring facilities are available on time when booked, liaising with senior managers to resolve any issues;
- Being responsible for opening and closing facilities, ensuring facilities remain secure and ensuring the safe transfer of income;
- Contributing to the development of the facilities procedures through analysis of usage figures and customer feedback, developing and reviewing procedures to ensure fit for purpose;
- Generating reports from leisure management systems e.g. for monitoring attendance for bookings and providing commentary to the management team to inform recommendations, where necessary; Attending working group meetings, specifically in areas relating to customer experience, IT, Operations Management.
- Demonstrable behaviours in line with Commercial and Campus Support Services' and University values.



These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the post.

What will you bring to the role?

As Front of House Manager, you will have:

- Significant experience working in a leadership or management role, with experience of staff development, performance management, motivation and the ability to delegate tasks effectively;
- Experience of monitoring and maintaining high standards in facility presentation, customer service and customer care;
- Experience of working in a customer focussed environment, demonstrating a commitment to continuous service improvements;
- Experience generating reports from leisure management systems e.g. monitoring attendance for bookings, providing commentary to the management team and making suitable recommendations on results where necessary;
- Excellent communication skills with the ability to build rapport and develop effective relationships with customers and colleagues;
- Experience of working within a team and the ability to work on own initiative to make independent decisions and to find solutions to problems;
- Excellent planning and organisational skills, with the ability to manage conflicting priorities and work under pressure whilst maintaining accuracy and attention to detail;
- Excellent numeracy and IT skills with experience of using Microsoft Office (including Word and Excel);

You may also have:

- Customer Service qualification
- Experience of cash handling;
- Experience of working with an electronic till and booking system.
- National Pool Lifeguard Qualification
- First Aid at Work

