


Profile Title:	Assistant Manager	
Responsible To:	Leisure Centre Manager	
Responsible For:	Duty Manager	
Post Reference:		

Vision and Values

“Inspiring people to live active healthy lives”

- *We are always improving*
 - *We care*
- *We make a positive difference*
- *We are customer focused*
 - *We are one team*

Purpose of Post:

The Assistant Manager will be responsible for supporting the Duty Management team and the daily operation of the building. The Assistant Manager will ensure the facility under their responsibility will provide effective supervision of staff and all associated resources are managed in line with OCL policies and procedures.

Responsibilities:

- Overseeing and providing effective leadership and support of staff to ensure productivity and efficiency in the operation of the site, including adherence to and development of our internal systems and procedures.
- Leading on the attainment and maintenance of agreed quality and safety awards, ensuring a culture of continually improving standards through effective planning and performance monitoring.
- Support the Leisure Centre Manager in the development and leadership of the Duty Management team.
- Ensuring that all plant, machinery, and equipment is regularly checked, serviced and accurate records are kept.
- Acting as the main point of contact for all Centre enquiries.
- Providing effective supervision of staff to ensure working standards are always maintained.
- Helping to ensure that new staff and current staff receive the necessary training appropriate to their post, i.e. Emergency Action Plan and Normal Operating Procedures.
- Assisting in the adherence to systems that effect the safe environment of the visitor, i.e. water treatment, fire alarms and take appropriate corrective action.
- When required, being responsible for the supervision of pool and gym and members of the public within the building to ensure their safety.
- Ensure that all new staff and current staff receive induction and training appropriate to their post, with a plan to deliver ongoing training and development.
- Responsible for the programming of activities and the promotion of the centre.
- Ensuring that centre standards are always acceptable, through regular inspection and effective planning of tasks and actioning all non-conformities in an effective and timely manner
- Maintaining the security of the building and undertaking opening and closing duties as required
- Contributing to Trust's positive public image by ensuring that staff maintain a helpful and efficient approach.
- Maintaining and developing good working relationships with both internal and external customers.
- Attending key meetings deputising for line managers.
- Leading by example and ensuring high standards are always upheld.

- Supporting recruitment, induction and performance monitoring is followed in accordance with our policies and procedures.
- Setting key objectives and managing staffing levels and team performance to ensure the effective and efficient delivery of service.
- Adhering to all OCLL practices, policies and procedures.
- Maintaining focus on the performance and profitability of the site and sharing that information with site teams.
- Working with the Leisure Centre Manager to devise, implement and evaluate an effective Marketing Plan for the assigned site.
- Assist in leading and supporting frontline staff in dealing with all enquiries and ensuring the achievement of agreed targets.
- Ensuring secondary spend opportunities are maximised and managed effectively.
- In conjunction with the Leisure Centre Manager planning and managing budgets through teams to ensure agreed targets are achieved.
- Ensuring procedures are followed in accounting and reconciliation of all monies and are completed in accordance with financial procedures.
- Undertaking other necessary duties and responsibilities, as required, that are commensurate with the role.

Criteria
A: Essential
D: Desirable

Method of Assessment
A: Application
I: Interview
T: Task

Education and Training:	Criteria	Method of Assessment
<ul style="list-style-type: none"> • Current STA Pool lifeguard qualification • ISRM Pool Plant Operators or equivalent • First Aid at Work Qualification • Emergency Responder + Qualification or equivalent • Certificate in Leisure Management or equivalent NVQ Level 2 Qualification • IOSH Managing Safely or equivalent • Fire Marshal Training • Degree in relevant qualification (Leisure &/or Managerial) at NVQ Level 3 or above 	A/I A/I A/I A/I A/I A/I A/I A/I	E E E E E D D D
Relevant Experience:	Criteria	Method of Assessment
<ul style="list-style-type: none"> • Previous experience employed as a manager of staff. • Previous experience in the leisure industry. • Understanding and appreciation of the importance of excellence in customer service. • Experience of budgetary management and improving financial performance. • Experience of achieving and working with quality management frameworks. • Experience of working in partnership with external agencies. • Demonstrable knowledge of Health & Safety legislation within the leisure industry. 	A/I A/I A/I A/I A/I A/I A/I	E D E D E D E
General and Special Knowledge:	Criteria	Method of Assessment
<ul style="list-style-type: none"> • A sound understanding of the leisure industry. • Understanding of the principles of how Leisure Trusts operate 	A/I A/I	E E

Skills and Abilities:	Criteria	Method of Assessment
<ul style="list-style-type: none"> • Possess strong leadership, motivational and team building skills. • Possess excellent numerical ability, including the capacity to present data in a way that is easy to understand. • Have an excellent knowledge of office applications and management software systems. • Ability to devise, implement and evaluate an effective marketing plan. • Possess strong written and verbal communication skills. • Ability to prioritise workloads and plan effectively. • Able to work with little or no supervision. • Able to identify and implement continuous improvement 	<p>A/I A/I A/I A/I A/I A/I A/I A/I</p>	<p>E E E D E E E E</p>
Additional Requirements:	Criteria	Method of Assessment
<ul style="list-style-type: none"> • Willing to work flexibly in accordance with policies and procedures to meet the operational needs of OCL. • Willing to undertake training and continuous professional development in connection with the post. • Have high personal standards, an eye for important detail, and lead by example. 	<p>A/I A/I A/I</p>	<p>E E E</p>