

ROLE PROFILE & PERSON SPECIFICATION

SERVICE MANAGER

1. RESPONSIBLE TO: General Manager

2. ROLE OVERVIEW:

- A Service Manager is responsible for the overall leadership and management of a service area. Examples of service areas include :
 - Operations,
 - Front of house/ reception
 - Sales, customer service, and service delivery
 - Sports courses and development
 - Fitness services.
- Key responsibilities are the management and development of staff, budget management, setting and achieving targets, designing/implementing quality systems, health and safety procedures, and communicating with colleagues and key stakeholders.

3. SPECIFICALLY

3.1 Principle Responsibilities

- Leading, managing and organising all aspects of the service area's operations, ensuring they are carried out efficiently and economically within agreed policies and procedures.
- Being accountable for service area performance, including preparing and monitoring service area budgets, income targets and business plans.
- Ensuring all organisational, statutory and non-statutory health and safety requirements are met.
- Providing visible leadership to all service area staff, ensuring they are motivated and operate at high levels of both performance and efficiency.
- Ensuring all members of the service team are effectively supervised and that all people management procedures are effectively operated within the team.
- Ensuring that all staff are aware of developments, policies, practices and procedures through regular and effective communication processes.
- Taking responsibility for the mentoring and development of service area staff.
- Ensuring the highest quality standards of customer care and service delivery are achieved within the service area.
- Continually monitoring and reviewing the standards achieved, taking appropriate action to rectify adverse trends identified through audit or other mechanisms.
- Developing and maintaining effective relationships within the organisation and with key stakeholders.
- Acting as Centre or Duty Manager as required, supervising operational shifts and carrying out any other duties as required commensurate with the post's level of responsibility.
- Taking part in appropriate continuing professional development.

3.2 Personal Development

- Fully participate and engage in Management Training and on-going assessment of personal performance.
- Keep abreast of current trends and developments within the leisure, health and fitness industry; discuss your own training and development needs with your General Manager as appropriate.

3.3 Other

- To act in accordance with, and actively promote all GLL policies and standards.
- To undertake any other duties commensurate with the post's level of responsibility

4. KEY WORKING RELATIONSHIPS

- General Manager overall performance of the centre / centres and line management support
- Centre Teams including Duty Managers, Supervisors, Leisure Assistants, Customer Service Advisors and Fitness Instructors
- Business Sales Support Manager on attracting and retaining customers; driving sales; promotional campaigns
- Community Sports Officer on outreach and community issues
- Technical Officer on building and technical issues
- There will also be close working relationships with colleagues in all of the Departments within Middlegate House.

5. PERSON SPECIFICATION

THE AIM OF GLL IS TO RECRUIT PEOPLE NOT JUST FOR JOBS BUT FOR LONG TERM CAREERS. WE WANT “BETTER PEOPLE” WITH THE RIGHT GLL BEHAVIOURS TO SUPPORT OUR BUSINESS AND WHO WILL GROW WITH US AND “ACHIEVE MORE”

FOR THESE REASONS, WE LOOK FOR EVIDENCE OF THE FOLLOWING BEHAVIOURS IN ALL POTENTIAL AND EXISTING STAFF LOOKING FOR APPOINTMENTS OR PROMOTIONS:

BELIEVE

- Demonstrates self-belief
- Shows integrity
- Committed to service excellence
- Engages with 4 pillar values

ACT

- Continuously developing
- Results driven
- Positive 'can-do' attitude
- Makes a difference

ENGAGE

- Team player
- Great communicator
- Leads and inspires others
- Cares about our communities

The Job demands the following blend of knowledge, skills, experience and behaviour (all are essential, unless shown otherwise, and will be assessed by Application Form and / or Interview / Assessment):

5.1 Skills

- The proven ability to lead by example, motivate a team and achieve results through people.
- The ability to persuade and influence staff at all levels.
- The ability to produce results to demanding deadlines and work on a number of key issues simultaneously, prioritising effectively.
- Excellent written and verbal communication skills and IT literate.

5.2 Knowledge

- A leisure degree or equivalent and appropriate professional qualifications (as shown in 'at a glance')
- Thorough knowledge of leisure centre operations programming and financial management thereof.
- Knowledge of key performance indicators and their application and how they can be used to effect improvement.
- Up to date knowledge of developments in leisure, fitness and health.
- Thorough understanding of the characteristics and qualities that customers want from leisure health and fitness centres.
- Knowledge of electronic booking systems.
- Knowledge of Health and Safety legislation and other legislation affecting leisure centre operations.
- Sound understanding of financial control, budgets and monitoring.

5.3 Experience

- A proven track record of managing in a busy wet and dry leisure centre.
- Delivery of excellent service quality
- Evidence of achieving results and making change happen through leadership and influence in a team.

5.4 Behaviours

- A dynamic individual with a 'can do', results driven approach and attitude.
- An appreciation of, and commitment to, the distinctive culture and philosophy of GLL.
- Demonstrates trust, openness and respect in dealings with people.
- Flexible approach to tasks and workload.

5.5 Other

- Current driving license and access to own vehicle (*Desirable*).
- Able to work unsocial hours
- Ability to work flexible shift patterns
- Society member (internal candidates only)