

**Job Description and Person Specification**

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| Post Title | **Operational Manager (Sport and Leisure)** |
| Post Level | **Operational Management Team Level 2** |
| **Service Area** | **Sport and Leisure** |
| **Grade** | **Grade 11** |
| Post Level Descriptor | |
| Reports to a senior manager and may manage an operational area. Responsible for plans for the assigned area, budget and staff.  Will be a role model and ensure staff are living the organisational values of:  Aspire to be better  Enable Others  Deliver on promises | |
| Purpose of the Post | |
| * To manage a medium to large team of employees, or a number of small teams. Will have a small to medium number of direct reports following the Council’s HR policies and processes. * To always portray a positive image of the Council to employees and customers and deliver on promises * To ensure the team aware of Council services available and able to sign post customers as required. * To account for a medium to large budget. * Schedule and allocate work for the team(s) on a medium to long term basis * Plan events and/or projects over the medium to long term * Contribute to the development of longer term plans and projects. * To be responsible for the training, support and development the team. * To ensure regular two way communication and engagement with the team * To take responsibility for the Health and Wellbeing of the team. * To ensure the team maintain high performance and are clear on objectives through one to one supervision and the IPR process. Encouraging personal development, flexibility and responsibility * To ensure self and team have the highest regard for customer service whilst understanding the need to effectively manage the demand for services * To always portray a positive image of the Council to employees and customers and deliver on promises * To ensure the team aware of Council services available and able to sign post customers as required. * To fulfil responsibilities as a corporate parent * Ensure the team’s work location meets general health and safety standards and is presentable at all times and to ensure the team are aware of health and safety responsibilities * To take a proactive approach to self development and keep an up to date working knowledge of best practice associated with the area of work. * To be responsible for the overall performance of the team and all associated Human Resource related matters. * To embrace opportunities for change and to encourage new ways of working including the use of technology | |
| Service Specific Tasks | |
| * To effectively manage a portfolio of buildings and services within the Sport and Leisure Service * To effectively manage services in line with Public Health and well-being priorities of the Authority * To effectively manage the delivery of commissioned and grant funded programmes and initiatives * To manage and develop services and buildings in a way that maximises commercial opportunities * To identify and lead on applications for relevant external sources of funding * To provide advice and support to relevant community and voluntary organisations in order to improve the Sport and Leisure offer in the Borough | |
| Performance Standards | |
| * The need to adhere to Council’s Policies and specifically the Equal Opportunities Policy, Health & Safety Policy and the Code of Conduct * The need to comply with the Freedom of Information Act 2000 in relation to the management of Council records and information * The need to comply with the Data Protection 1998 and the principles enshrined within it in respect of personal information held by the Council * The need to observe and implement the Authority’s information governance policies and procedures, including the security of information assets and data. * Willing to carry out a similar job role in other service areas as required. * Demonstrates flexibility in their approach to work * Creates an environment which enables individuals to speak up and challenge. | |
| Competency Requirements | |
| **Engaging People** - Level 2  Proactively listening and conveying information/ideas in a variety of ways to engage people and stay connected.  **Delivering On Or Promises** Level 2  Creating the right environment for teams and individuals to perform at their best, ensuring performance is monitored, evaluated and prioritised effectively.  **Delivering On Customer Outcomes** Level 2  Delivering a customer focused service across the team.  **Enabling Change** Level 2  Creating and enabling an environment that encourages the acceptance of change within teams.  **Aspiring To Be Better** Level 2  Enabling the right environment for teams and individuals to show high levels of self awareness to perform at their best.  **Working Together** Level 2  Promoting collaborative relationships with others to deliver an excellent customer focused service. | |

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| **Person Specification** | |
| **Responsible To** | Senior Manager Sport and Leisure |
| **Responsible For** | Team Leaders |

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| **Factor** | **Essential** | **Desirable** | **Assessment means** |
| **Skills, Knowledge and experience** | Ability to use relevant knowledge in order to develop solutions or deal with issues  Ability to manage a range of different teams  Ability to follow and apply Human Resource policy and guidance  Experience of managing people  Experience of budget management  Experience of managing change  Experience of writing reports | Awareness of current legislation relevant to sport, physical activity and health and well-being  Skilled networker and experience of working with relevant external agencies  Significant experience of effectively marketing and promoting services | Application form and Interview |
| **Qualifications and Training** | Qualified to a post graduate level in a subject directly relevant to the role, or degree level with significant experience. | Evidence of continuous professional development in relevant subjects | Application form |
| **Special Requirements** | Significant relevant experience in managing similar services to those within the Sport and Leisure portfolio.  Computer Literate  Ability to work evenings and weekends outside of normal working hours as required. | Evidence of relevant experience of managing services in a commercially proactive way | Application form and interview |