

**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 betterEnable OthersDeliver 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
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| 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
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| 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.
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| Competency Requirements  |
| **Engaging People** - Level 2Proactively listening and conveying information/ideas in a variety of ways to engage people and stay connected.**Delivering On Or Promises** Level 2Creating 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 2Delivering a customer focused service across the team.**Enabling Change** Level 2Creating and enabling an environment that encourages the acceptance of change within teams.**Aspiring To Be Better** Level 2Enabling the right environment for teams and individuals to show high levels of self awareness to perform at their best.**Working Together** Level 2Promoting 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 teamsAbility to follow and apply Human Resource policy and guidanceExperience of managing peopleExperience of budget managementExperience of managing changeExperience of writing reports | Awareness of current legislation relevant to sport, physical activity and health and well-beingSkilled networker and experience of working with relevant external agenciesSignificant 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 LiterateAbility 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 |