



STONYHURST
1999-2019 Celebrating 20 Years of Co-Education

Job Title: Sports Centre Operations Manager

Department: Stonyhurst Sports Centre

Line Manager: Enterprises Director

Key Tasks & Responsibilities

- To manage and operate the sports facilities at Stonyhurst College, including the swimming pool, gym, fitness studio, indoor tennis dome, outdoor tennis courts, all-weather pitch.
- To oversee the operational management of the Sports Centre
- In conjunction with the Enterprises Director to oversee the budget and financial management
- To work with the Enterprises Director to implement business development and strategy for growth
- To be pro-active in selling and advertising services offered by Stonyhurst College Sports Centre
- To proactively manage the memberships including retention and recruitment
- To work closely with internal stakeholders to co-ordinate pupil use of the facilities, whilst ensuring there is sufficient availability for external users in order to maximise potential income generation
- Co-ordinate the use of facilities for events and camps that the College have attracted to their campuses
- Maintain and develop good working relationships and clear channels of communication with internal and external stakeholders
- Attend meetings as required and liaise with all users including students, public, clubs and College staff
- Ensure that the facilities are well-maintained and that health and safety standards are upheld
- To manage the maintenance programme and meet all health and safety and other legislative requirements
- Ensure that high levels of customer service are developed and maintained
- To demonstrate drive and enthusiasm for the overall standards and appearance of the Sports Centre and team members at all times
- Ensure brand standards are in place to meet organisational and member expectations
- To lead by example
- To ensure the Centre's operational procedures and software system are effectively utilised and adhered to in line with organisational expectations and standards
- Recruit, line-manage, train and develop members of the Sports Centre Team

- To recognise great performance and manage poor performance issues in a timely and effective manner
- To oversee the management of the staff rota and ensure the facilities are sufficiently manned across the 7 day working week, including the opening and closing of external sports facilities
- To support, promote and act within the College's Safeguarding Policy

Person Specification

Qualifications/Knowledge

Essential

- Excellent understanding of the leisure industry
- Educated to GCSE standard or equivalent

Desirable

- National Pool Lifeguard
- Pool Plant Operator
- Level 2 Fitness Instructor
- First Aid Certificate
- Proficient use of software management systems (leisure specific)

Skills/Experience

Essential

- Proven experience of managing staff and working within a Leisure/Sports Centre in a management position
- Excellent communication, time management and organisational skills
- Experience of working with a budget
- Leadership qualities and the ability to motivate team members
- Energy and resilience
- Adaptable and flexible approach to working

Desirable

- A level of creative thinking and problem-solving
- A customer facing, approachable and friendly attitude
- The ability to relate to customers and stakeholders of different ages and backgrounds
- Desire to communicate with other professional bodies, network and maintain your knowledge of the industry current
- Keen interest in physical fitness and enthusiasm for sport in general
- Computer literacy
- Proficient use of Microsoft Office