

Senior Operations Manager (Wet or Dry Facilities)

Department: Infrastructure, Housing and Environment

Division: Sport

Reports to: Head of Sport

JE Reference: IHE1129

Grade: Civil Service 12 **JE Date:** 28/3/2022

Job purpose

Lead on the operational management of either the Wet or Dry facilities of the portfolio of the Sport Division to ensure the facilities and services provided are managed effectively and efficiently, meeting the requirements and defined standards. As an expert of the given facilities and related services, develop and implement best practice strategies, policies and procedures to ensure the delivery of high quality specialist operational services in line with the Sport division's business plan and the Government's strategic objectives. Provide leadership and direction to deliver key operational services of the Sports division. Encouraging islanders to lead active and healthy lives, promoting the access to quality public sports facilities that deliver a range of health and wellbeing activities and services.

Job specific outcomes

Lead the development and implementation of strategic operational delivery plans for either the Wet or the Dry facilities, setting short and long term goals, introducing innovative strategies and new ways of working in order to maximise the organisational efficiency of services. Create medium to long term plans, by working with the Head of Sport, other Operational Leads and the Business Development Manager to feed into the Sport's division's business plan in line with the Government's strategic objectives

Prepare and control annual budgets for the relevant facilities (Wet or Dry). Contribute to the development of short and long-term financial strategies. Monitor the revenue and expenditure budget within the defined financial limits, working with the Business Development Manager to maximise the income generation for the relevant service area whilst at the same time ensuring business objectives are met in order to contribute to the delivery of the division's vision.

Maintain a high level of expertise in the relevant Wet or Dry Facility Operations to develop, plan and lead the implementation of new service initiatives, which may be based around new technologies, industry best practice or new ways of delivering services in order to maximise commercial opportunities and support the best outcome for customers and the Sport division. Working with the Program Co-Ordinators (Fitness or Aquatic activities) to deliver new programs. Implementing or revising operational policies, guidelines and procedures as necessary.

Oversee and manage the best utilisation of people and physical resources to support planned and reactive service requirements within the wet or dry facilities. Support Operations Manager and Duty Managers with the recruitment and selection of new members of the team. Identifying and addressing training needs together with the Quality & Standards Co-Ordinator as necessary. Ensuring effective communication and motivation of team in line with Team Jersey Values.

Proactively addressing any wellbeing or performance concerns should they arise through set procedures and regular one to one meetings. Monitoring performance against key indicators (KPIs).

Source and procure contracted services, equipment or supplies required by the facilities, in compliance with the financial directions. Determining the specifications, evaluating tendered proposals, selecting third party contractors, negotiating and authorising contracts. Overseeing contract management to ensure performance is maintained and managed against agreed Service Level Agreements (SLA)s and KPIs.

Work with the Business Development Team to plan and promote third-party Sports Events (e.g. Island Games, Competitions, Tournaments, Swim-Marathons / Galas, Triathlons and other Outdoor Charitable Events) within the Government's facilities. Sign off on delivery plans, and oversee their successful implementation by their operational teams. Ensuring appropriate plans are in place and delivered in line with Health and Safety guidance (Green/Purple Guides).

Work with Property to manage the implementation of development and maintenance work programmes of the Sport division's facilities, physical assets, minor capital projects and main functions in order to optimise operational efficiencies and customer experience. Ensure that best value is provided and facilities are upgraded and improved in line with relevant industry standards.

Analyse service performance data and industry trends to identify opportunities to improve service delivery and to recommend policy and legislative changes to relevant stakeholders, thereby ensuring that services meet the needs of the people of Jersey and the organisation's One Government vision.

Lead on maintaining existing contracts with private clubs and associations that use the relevant wet or dry facilities. Working with the Business Development Manager to negotiate new contracts, leases and licences. .

Responsible for ensuring the service area is compliant with all Health and Safety obligations, working with the Operations Managers, Technical and Safety Compliance Lead and IHE Office of the DG Health and Safety team to ensure sufficient training for staff and safety for customers and service users.

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

Services

- The role is responsible for the management of one of the following operational services:
- Sports Operations (Wet Facilities)
 - Sports Operations (Dry Facilities)

Organisation chart

TBC

Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	<p>Level 7 post graduate qualification or equivalent gained by substantial practical experience in a relevant specialism (e.g. Sport Science, Leisure Management)</p> <p>Membership of a relevant chartered professional body (e.g. Chartered Institute for the Management of Sport and Physical Activity) or equivalent level</p> <p>Evidence of further relevant professional courses e.g. Health & Safety certificate (e.g. IOSH)</p> <p>Middle management qualification or equivalent</p>	
Knowledge	<p>Knowledge of:</p> <p>The latest theory and practices, processes and techniques related to Wet or Dry Sports facility management, including ongoing Continuing Professional Development</p> <p>Leading specialist operational services as relevant to the overseen function</p> <p>Commissioning services</p> <p>Knowledge of performance management and understanding of performance metrics</p>	<p>Knowledge of:</p> <p>The activity and processes of Government</p> <p>Management reporting as it relates to this role</p> <p>The Infrastructure , Housing and Environment priorities, key objectives, risks and issues relevant to the department division and the role</p>
Technical / Work-based Skills	<p>Computer literate with ability to operate the Microsoft Office package.</p> <p>Ability to use technical business applications designed to capture, store, manipulate and analyse technical data and create designs as relevant to the specific service and industry.</p> <p>Ability to travel between sites in a reasonable timeframe.</p>	Driving licence (Group B)
General Skills/Attributes	<p>Problem solving, negotiation and influencing skills. With proven ability to handle and interpret a range of information from a variety of sources</p> <p>Confident decision-maker</p> <p>Ability to develop innovative approaches to change and service delivery</p>	

	<p>Strong communication and relationship building skills. A confident public speaker</p> <p>Excellent organisational, numeracy and written skills.</p> <p>Ability to produce written materials (e.g. letters, reports, discussion papers, proposals) to a high level for presentation.</p> <p>The ability to lead, motivate and manage teams to deliver quality customer care. Facilitating the achievement of high delivery and performance and manage poor behaviour</p> <p>Excellent team player, observant and diligent</p>	
Experience	<p>Experience of:</p> <p>Leading the delivery of strategy</p> <p>Managing the operational delivery of Wet or Dry Sport facilities and relevant technical / operational services</p> <p>Customer communication, coordination and multi-stakeholder engagement</p> <p>Managing staff and budgets. Recruitment and Selection</p> <p>Experience in Project Management and design and implementation of change projects</p>	

Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the Government of Jersey tier 4 core accountabilities attributes and behaviour indicators.

Organisation chart

One Government Departments

