

## Operations Manager (Wet or Dry Facilities)

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**Department:** Infrastructure, Housing and Environment

**Division:** Operations & Transport

**Reports to:** Senior Operations Manager

**JE Ref:** IHE1130

**Grade:** Civil Service 10      **JE Date:** 28/3/2022

### Job purpose

Responsible for managing the effective operational delivery of either the Wet or Dry-side facilities within the portfolio of the Sport Division, with the aim of delivering safe and efficient operational services to defined standards. Overseeing the management of both people and the facilities. Contributing to the implementation of service improvements including the development of policies and procedures in line with the Sport division's business plan and the Government's strategic objectives. 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

Review operational processes and procedures and implement new operational delivery plans / projects as determined by the Senior Operations Manager for either the Wet or Dry facilities. Maintaining good knowledge of industry standards, relevant legislation, and best practice. Supporting continuous improvements, innovative ways of working, health and safety compliance (including Risk Assessments, Safe Systems of Work and COSHH Assessments), digital solutions, productivity / efficiency of services, and excellent customer focus. Ensuring the Sport division's strategic objectives are met.. Contribute to the facilities' service improvement plan.

Oversee the performance and wellbeing of the Duty Teams, including Duty Managers in either the Wet or Dry facilities to ensure consistently high-quality customer care and standards at all times. Motivating the team in line with Team Jersey Values. Proactively addressing any concerns or performance issues should they arise using set procedures and regular one to one meetings. Monitoring performance against key indicators (KPIs). Work flexibly, to carry out performance and standards checks periodically at opening and closing times and to support the operational management of sporting events if required. Supporting the Senior Operations Managers to attain Quest, Sport England's recommended continuous improvement tool.

Undertake workforce planning for their section, overseeing the best utilisation of people and physical resources to support the effective operations of the relevant facilities, including the recruitment and selection, induction and probation of new members of the team. Develop training needs analyses as well as staff rotas to ensure they meet the Sport division's objectives. Working with a range of stakeholders, including the Senior Operations Managers, the Business Development Manager, Trade Unions and staff to ensure proposals take account of stakeholder views and align to the overall Sports Strategy to meet the changing needs of the sector.

Source, co-ordinate and deliver a range of essential training (e.g., Health & Safety / Manual Handling, Customer Service, Safeguarding, Lifeguards, Pool Plant Operators, Gym & Group

Fitness) for colleagues across the Sport division in line with the business needs, working with other teams across Government or external providers as necessary (e.g. IHE / CLS) via face to face and digital formats. In the Wet-side facilities, this also includes leading on the Royal Life Saving Society's (RLSS) centre audits to ensure that approved training centre status is maintained at all sites. Acting as the centre's RLSS approved training centre Co-ordinator to maintain records, compliance and award qualifications.

Work with the Duty managers to enable workforce planning for optimal training attendance. Promoting training through various means of internal communications whilst ensuring fairness of staff training opportunities. Ensure colleagues maintain accurate and up to date records of their training through the use of Virtual College, monitoring completeness and performance of training. Complete ongoing evaluations of training events, contributing to an annual impact report.

Support the Senior Operations Manager by working with Property to implement 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. Monitoring relevant section budgets where appropriate, in particular that relating to the Sports' training budget for resource provision and training costs, plus income generated from the delivery of courses to external candidates. In addition to the expenditure relating to equipment or supplies required by the facilities, in compliance with the financial directions.

Support the operational delivery of Sports Events, liaising with the Business Development Team, the Clients and other third-party suppliers where appropriate to ensure the safe and efficient delivery of the event.

Supporting the Technical & Safety Compliance Lead with auditing safety matters by conducting internal audits across Sports Division sites

### **Statutory responsibilities**

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

### **Services**

Wet or Dry Sport Facilities

### **Organisation chart**

**TBC**

## Person Specification

### Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<b>Qualifications</b>	<p>Degree qualification or equivalent gained by practical experience in a relevant specialism (e.g. Leisure Management)</p> <p>Evidence of further relevant professional courses e.g. Health &amp; Safety certificate (e.g. IOSH) or short courses / structured training in specialisms as detailed above as relevant to the service and specific job.</p> <p>Middle management qualification or equivalent (e.g. CMI Level 5)</p>	<p>A teaching certificate, or accredited train the trainer qualification.</p> <p>RLSS Pool Lifeguard Trainer / Assessor (Level 3)</p> <p>National Pool Lifeguard Qualification</p> <p>National Pool Management Qualification</p>
<b>Knowledge</b>	<p>Up-to-date knowledge of Local and UK Health and Safety standards and their application in the Sports Directorate.</p> <p>Leading operational services as relevant to the overseen function</p> <p>Commissioning services, including training 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>Sports priorities, key objectives, risks and issues</p>
<b>Technical / Work-based Skills</b>	<p>A good working knowledge of Microsoft applications, including Excel, Word and Powerpoint as well as other bespoke packages.</p> <p>Ability to travel between sites in a reasonable timeframe</p>	<p>Driving licence (Group B)</p> <p>Working knowledge of Tah Dah!</p>
<b>General Skills/Attributes</b>	<p>Problem solving, negotiation and influencing skills</p> <p>Confident decision-maker</p> <p>Ability to develop innovative approaches to service delivery</p> <p>Ability to lead, motivate and manage teams to facilitate achievement of high delivery and performance and manage poor behaviour.</p> <p>Strong relationship building skills</p> <p>Ability to present effectively, both verbally and in writing</p>	

	Ability to produce written materials (e.g. letters, reports, discussion papers, proposals) to a high level for presentation	
<b>Experience</b>	<p>Experience of:</p> <p>Managing the delivery of strategy determined by management in a Sports setting with a diverse range of stakeholders, including managers, leisure assistants and service users.</p> <p>Managing the operational delivery of relevant operational services</p> <p>Managing staff and budgets</p> <p>Experience in Project Management and implementation of change projects</p>	<p>At least 3 years' experience (within the past 5 years) delivering training relating to health and safety in a sport/leisure environment. Demonstrating high quality results and excellent customer satisfaction</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 5 core accountabilities attributes and behaviour indicators.

### Organisational structure

