

JOB DESCRIPTION

Assistant Bookings & Activities Manager

Job Title:	Assistant Bookings & Activities Manager	Present Grade: 5
Department/College:	Sport, Facilities	
Directly responsible to:	Business Development Manager (Activities)	
Supervisory responsibility for:	Aquatics Coordinator, Climbing Instructors, Operational Staff (Various Grade 3 – 4)	
Other contacts		
Internal: The post holder is required to liaise with a wide range of administrative and support staff including: • Facilities (all services) • Students Union • People and Organisational Effectiveness • Marketing and Communications		
External: • Local Education Authority • Local teams & Clubs • National Governing Bodies • Local Authority • Emergency Services • Suppliers • Contractors • External maintenance teams		
Job Purpose: To lead the sports activities management of the Sport Lancaster Facilities. To work in collaboration with the Sport management team. To ensure safe and effective working practices are in place, which are delivered to an exceptional level of customer standards. To lead and motivate the activities teams I the delivery of the operational and financial strategy.		
Major duties: 1. Be accountable for all aspects of the day-to-day running of the facilities, ensuring relevant cleaning, maintenance, and equipment set-up tasks are completed to a high standard and taking appropriate action to ensure the relevant standards are maintained. 2. Ensure Climbing, Swimming & Sports Activities are delivered in accordance with the standard operating procedures and carrying out relevant risk assessments, working alongside the Operations Manager (Facilities) 3. Management of the Aquatics Coordinator, Climbing Instructors & allocated Operations Staff, including preparing staffing rotas to ensure effective deployment, induction, training & development, performance management, carry out annual PDR’s and regular one-to-ones, and contributing to the recruitment process. 4. Ensure an excellent customer experience is delivered by adhering to service standards and values, actively seeking customer feedback and responding to enquiries and complaints appropriately, referring issues to the Business Development Managers when required		

5. Take a lead role in managing specific projects and working on key performance indicators (KPI's) and targets, both individual and those of the service
6. Support the organisation & delivery of student sport (including our annual Roses Competition), working with the student's union to schedule fixtures, organise training sessions and ensure sport at Lancaster runs in a smooth and efficient way
7. Keep up to date with current trends and qualifications in the sport & physical activity industry
8. Assist the Business Development Manager (Activities) in ensuring that budgets set by the service are adhered to
9. In conjunction with the Business Development Manager (Marketing & Memberships) support the development of an innovative customer retention strategy for the service
10. Alongside the Engagement & Wellbeing Manager, support the organisation, booking and delivery of sports events and physical activity programmes
11. Manage and being competent in the use of computerised systems including the Leisure Management Software and ensuring that all relevant staff are trained in its use
12. Be responsible for developing the sports products to enable the generation of income and contributing to the development of the facilities and procedures through analysis of usage figures and customer feedback
13. Undertake the associated duties of an Assistant Operations Manager, Administrative Assistant and the wider operational team when required
14. Work within and ensure adherence to the University's and Sport Lancaster's Health and Safety and Equality and Diversity policies and the Control of Substances Hazardous to Health (COSHH) regulations