

JOB DESCRIPTION
Sport Operations Manager
Vacancy Ref: A3540

Job Title: Sport Operations Manager	Present Grade: 7
Department/College: Sport, Facilities	
Directly responsible to: Associate Director of Sport	
Supervisory responsibility for: Sport Duty Managers	
<p>Other contacts</p> <p>Internal: The post holder is required to liaise with a wide range of administrative and support staff including:</p> <ul style="list-style-type: none"> • Facilities (all services) • Students' Union • Colleges • Finance • Safety Office • People and Organisational Effectiveness • Marketing and Communications <p>External:</p> <ul style="list-style-type: none"> • Local Education Authority • Local teams & Clubs • National Governing Bodies • Local Authority • Emergency Services • Suppliers • Contractors • External maintenance teams 	
<p>Job Purpose: To lead the operational management of the Sport Lancaster Facilities. 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 sport operations team in the delivery of the operational and financial strategy.</p>	
<p>Major duties:</p> <p>People</p> <ol style="list-style-type: none"> 1. Provide effective leadership and direction to ensure that all aspects of the Sport Operations contribute to the achievement of Sport Lancaster's strategic and financial plan 2. Working with the Associate Director of Sport, constantly review the staffing arrangements and develop a flexible system that encourages movement across all areas of Sport Operations 3. Recruit, motivate, inspire and lead all team members, ensuring that the University's HR policies are followed at all times, taking responsibility for ensuring that all employees within Sport Operations are appropriately appraised and developed through the PDR scheme <p>Customer</p>	

4. Develop a culture of excellence in delivery and promote and uphold the University and Service values through personal example and working practices
5. In conjunction with the Associate Director of Sport, set the standards of customer experience and take responsibility for their delivery within the Sport facilities
6. Ensure that an inspirational customer experience is provided throughout the Sport Operations team and that an exceptional standard of service is delivered across all facilities, activities and services
7. In conjunction with the Associate Director of Sport, review and prepare customer service standards and ensure delivery meets customers' needs by continual monitoring and responding to all customer experience measures and feedback
8. Review, rectify and respond to customer complaints and grievances in a timely and efficient manner in accordance with Sport Lancaster's policy

Health and Safety

9. Work within and ensure adherence to the University and Sport Health and Safety and Equality and Diversity policies
10. Maintain a safe working environment, ensuring that Sport Operations complies with University, Sport Health and Safety policies and current legislation relating to sport
11. Maintain risk assessments, standard operating procedures and performance systems and procedures in line with University policy
12. Ensure that the swimming pool operates in a safe, efficient and effective manner, with well trained staff operating in a well maintained facility
13. Ensure the efficient and safe management of pool water testing and plant is undertaken by the team and contractors as appropriate
14. Ensure accidents/ near misses are recorded in accordance with University procedures

Operations

15. Be responsible for the maintenance, repair and refurbishment of all Sport facilities to ensure the physical quality of the portfolio is improved and maintained in line with agreed targets. This will require close working with the Associate Director of Sport to determine priorities, standards and management of the equipment and facility replacement investment plan
16. Be responsible for the efficient management and development of the facilities and activities within Sport Operations to ensure that the current and future needs of customers are met or surpassed and that planned performance targets are achieved or surpassed
17. Provide a balanced programme of activity that accommodates the competition/training of Student clubs and relevant societies and the recreational activity of the university population/community users. Ensuring maximum occupancy of all the facility portfolio throughout all periods of the year.
18. Act as a "super user" for the facilities leisure management information system, including the development of the software to improve the customer journey and development of future technology
19. Act as Duty Manager as required in order to ensure the continuity of service. This to include the operation of the swimming pool plant and covering all areas of the Duty Managers work.

Finance

20. Continuously monitor the cost-effectiveness and quality of the operation by assessing customer needs, identifying trends through data analysis and interpretation, and recommend and advise on change where necessary
21. Work with the Associate Director of Sport to develop the operation's business objectives and income targets, including memberships. To ensure all relevant commercial opportunities are identified and subsequently exploited by the team
22. Work with the Associate Director of Sport to develop an effective marketing, promotions and communications plan making use of all available channels for the promotion of Sport Lancaster
23. Liaise with major stakeholders and customers, maintaining existing and developing new relationships, both internally within the University and externally, in order to strengthen the customer service performance within Sport Operations
24. Take responsibility for the financial performance of Sport Operations in line with targets and priorities set out in work completed with the Associate Director of Sport, ensuring that the University's financial regulations are adhered to at all times
25. Take responsibility for the preparation of financial information to ensure payment of all staff, suppliers and contractors
26. Contribute agreed information and prepare KPI reports for the Associate Director of Sport