



Candidate Information

Position:	Operations Manager
School/Department:	Student and Campus Life
Reference:	24/111790
Closing Date:	Monday 22 April 2024
Salary:	£32,024 - £36,744 per annum
Anticipated Interview Date:	Thursday 2 May 2024
Duration:	Permanent

JOB PURPOSE:

Reporting to the Operations and Compliance Manager, the post holder is responsible for assisting in the provision and delivery of effective facilities services for Queen's Sport. Manage teams responsible for delivering an excellent customer focused experience in Queen's Sports portfolio with pre-agreed standards and procedures to ensure targets are achieved whilst providing a quality customer focused service. Assist with managing the operational delivery of all five facilities and staff to ensure that all agreed targets are met.

MAJOR DUTIES:

1. Assist with managing, motivating and leading operational staff (Team Leaders, Centre Attendants, Dry Attendants, Fitness Instructors, Receptionist's and Cleaners) ensuring procedures are implemented and service objectives met.
2. Develop and review work schedules, manage performance and attendance of staff and assist in selection and recruitment and discipline and grievance matters.
3. Identify training needs of staff including extended workforce, developing, implementing and evaluating staff training programmes ensuring that training records are kept up to date.
4. Participate in continuing professional development, keep abreast of leisure industry changes and contribute to the development of Queen's Sport programme of services and facilities ensuring that it is in line with current trends and meets the needs of the customer and external community.
5. Support Team Leaders and Participation Development Officer (Fitness and Programmes) with the management of QWork for extended Workforce with continuity plans in place.
6. Ensure that the health, safety, and welfare of students/customers and staff are given the highest priority in line with relevant (Health and Safety and Welfare) legislation and identify contingency plans to deal with emergencies when they arise in accordance with the University's procedure.
7. Support the development and implementation of the University's Safeguarding Policy for Children and Vulnerable Adults, ensuring compliance with legislation and Access NI guidance.
8. In conjunction with the Operations and Compliance Manager, review policies and procedures and make recommendations for improvements, ensuring a Health and Safety culture is maintained across all staff and extended workforce. Ensure staff including extended workforce are aware of University Health and Safety Policies and Procedures and that regular refresher training is provided. Ensure that all University policies and procedures are adhered to provided expert advice and support to Student Sporting Clubs with a particular focus on high risk activity.
9. Support Health and Safety Compliance Regulations and ensure incidents are dealt with in an appropriate manner. Monitor and review quality standards e.g. maintain Health and Safety, hygiene, culture, security, and facility maintenance ensuring high standards are maintained and recommendations made for future improvements.
10. Support Fitness Working Group in terms of fitness team performance, retention strategy and facility planning along with Operational Team Leaders.
11. Lead on the operational planning of the Queen's Summer Activity Scheme including management of the Coordinator working alongside the Sports Development Team.

12. Develop, co-ordinate and manage indoor/outdoor, wet/dry facilities as directed and ensure they are maintained to the highest standards in relation to cleanliness of facilities and maintenance of equipment (to ensure maximum customer satisfaction is delivered and that the Queen's Sport Business Plan is achieved).
13. Assist with the development, implementation and maintenance of agreed quality awards, e.g. IIP ensuring that best practice systems are in place and adopted.
14. Collaborate with the Office Manager and support the development of the effective operation of the Front Desk Management System and the daily operations of the reception area and staff, including cash handling and support at POS as and when required.
15. Carry out specific research and development project work as appropriate to deliver business needs e.g. benchmarking with organisations to ensure best practice and value for money.
16. Assist with financial matters including monitoring and reviewing of agreed budgets and staff monthly salaries.
17. Provide effective consultation and co-ordination with management team in regards to indoor and outdoor programming, summer scheme, special events which includes allocation and requirements of equipment/resources.
18. Contribute to the University's 2030 strategy, Sustainability strategy and Carbon Management Plan. Encourage all Staff teams to embrace initiatives and reduce energy consumption, in line with objectives set by Queen's Sport.
19. Be responsible for all customer queries and solving operational challenges outside of normal office hours, within the Queen's Sports portfolio.
20. Carry out any other duties which are appropriate to the post as may be reasonably requested by the Head of Sport.

ESSENTIAL CRITERIA:

1. Relevant academic/vocational qualifications (e.g. A-Levels, NVQ 3 or equivalent) with significant relevant experience (in the last 6 years) in a similar Sporting/Leisure Facilities OR Substantial relevant experience, acquired through a combination of job related vocational training and on-the job experience, in a large sporting environment involving large numbers of customers and leading a team of staff (maximum 45 people).
2. Significant experience and evidence of delivering a Health and Safety culture within Sport and Leisure environments.
3. Experience in and evidence of successful management of resources and budgetary control.
4. Experience and evidence of customer expectations and problem solving including providing solutions to customer feedback.
5. Able to work in a busy customer facing environment and deal with pressure in a calm and confident manner.
6. Proven supervisory/line management skills including overseeing and developing work which will deliver clear outputs.
7. Experience in Microsoft Office, email and computerised systems.
8. Ability to assess and organise resources, plan and implement work activities/projects and changes within own areas of work using judgement and initiative with limited recourse to manager.
9. Experience in analysing financial information and budget.
10. Experience in negotiating, communication and interpersonal skills, leading to the ability to conduct effective internal and external relations and to deal appropriately with confidential and sensitive issues.
11. Ability and willingness to work flexible hours to meet business needs (i.e. evening, weekend, public holiday work on a regular basis).
12. Valid clean driving licence.

DESIRABLE CRITERIA:

1. Health and Safety Qualification.
2. Hold a Pool Plant Operators certificate.
3. Experience of report-writing.