

## Job Description

Service:	One Leisure
Job title:	General Manager
Grade:	G
Hours of work:	37
Responsible to:	Business and Operations Manager
Responsible for	
Direct reports:	5
Indirect reports:	15
Budget:	£2M+ (delegated)

### Purpose of Post:

The General Manager is responsible for the overall leadership and management of all service areas. Examples of service areas include:

- Operations
- Front of house/ reception
- Sales, customer service, and service delivery
- Sports courses and development
- Fitness services

Key responsibilities are the management and development of staff, budget management, setting and achieving targets, designing/implementing quality systems, health, and safety procedures, and communicating with colleagues and key stakeholders.

## Key Deliverables:

- Leading, managing and organising all aspects of the service area's operations, ensuring they are carried out efficiently and economically within agreed policies and procedures.
- Being accountable for service area performance, including preparing and monitoring service area budgets, income targets and business plans.
- Ensuring all organisational, statutory, and non-statutory health and safety requirements are met.
- Providing visible leadership to all service area staff, ensuring they are motivated and operate at high levels of both performance and efficiency.
- Ensuring all members of the service team are effectively supervised and that all people management procedures are effectively operated within the team.
- Ensuring that all staff are aware of developments, policies, practices, and procedures through regular and effective communication processes.
- Taking responsibility for the mentoring and development of service area staff.
- Ensuring the highest quality standards of customer care and service delivery are achieved within the service area.
- Continually monitoring and reviewing the standards achieved, taking appropriate action to rectify adverse trends identified through audit or other mechanisms.
- Developing and maintaining effective relationships within the organisation and with key stakeholders.
- Taking part in appropriate continuing professional development.

Additionally:

- Contribute to the One Leisure service of Huntingdonshire District Council and the promotion of a positive image of Huntingdonshire within the Centre's catchment and beyond.
- To be able to work across a number of One Leisure sites to suit the needs of the service.
- To undertake any other duties as may reasonably be required at any One Leisure site and have means of or access to transportation.

This job description is intended only as a guide to the range of duties involved. The post holder will need to be flexible and adaptable in order to respond to other duties that may be required from time to time and the changes and developments within HDC.

<p><b>Knowledge and Qualifications</b></p> <p>The minimum knowledge required to undertake this role and any qualifications or training essential for the role</p> <p>(E) Essential</p> <p>(D) Desirable</p>	<ul style="list-style-type: none"> <li>• A leisure degree or equivalent and appropriate professional qualifications (E)</li> <li>• Thorough knowledge of leisure centre operations programming and financial management (E)</li> <li>• Knowledge of key performance indicators and their application and how they can be used to effect improvement (E)</li> <li>• Up to date knowledge of developments in leisure, fitness, and health (E)</li> <li>• Thorough understanding of the characteristics and qualities that customers want from leisure health and fitness centres (E)</li> <li>• Knowledge of electronic booking systems (E)</li> <li>• Knowledge of Health and Safety legislation and other legislation affecting leisure centre operations (E)</li> <li>• Sound understanding of financial control, budgets, and monitoring (E)</li> </ul>
<p><b>Experience</b></p> <p>Experience the person would need to do the job</p> <p>(E) Essential</p> <p>(D) Desirable</p>	<ul style="list-style-type: none"> <li>• A proven track record of managing in a busy wet and dry leisure centre (E)</li> <li>• Delivery of excellent service quality (E)</li> <li>• Evidence of achieving results and making change happen through leadership and influence in a team (E)</li> </ul>
<p><b>Skills and Abilities</b></p> <p>Specific skills the applicant would need to do the job</p> <p>(E) Essential</p> <p>(D) Desirable</p>	<ul style="list-style-type: none"> <li>• The proven ability to lead by example, motivate a team and achieve results through staff teams (E)</li> <li>• The ability to persuade and influence staff at all levels (E)</li> <li>• The ability to produce results to demanding deadlines and work on several key issues simultaneously, prioritising effectively (E)</li> <li>• Excellent written and verbal communication skills and IT literate (E)</li> </ul>
<p><b>Decision Making and Impact on Others</b></p> <p>What impact the reasons made by the post holder would have on others across the Council</p>	<ul style="list-style-type: none"> <li>• Contribute to and influence Council policy on One Leisure services and healthy living (E)</li> <li>• Ability to influence Members, partners and colleagues to adopt sound fitness, health and wellbeing processes and</li> </ul>

	<p>programmes that will have a positive effect on service delivery (E)</p> <ul style="list-style-type: none"> <li>• The need to influence senior leisure management staff to implement new leisure, health and wellbeing trends and activities to enhance the customer experience (E)</li> <li>• The ability to motivate staff to deliver One Leisure policies and provide the customer with an exceptional experience (E)</li> <li>• Make use of personal and professional networks to gain support, learn from others and increase their opportunities to influence, especially maintaining a current knowledge of equipment, fitness programming and activities in an ever changing fitness landscape (E)</li> </ul>
<p><b>Communication with Internal and External Customers</b></p> <p>What customers the applicant would be in contact with in the job</p>	<p><b>Key working relationships:</b></p> <ul style="list-style-type: none"> <li>• General Manager overall performance of the centre / centres and line management support</li> <li>• OL Management team, OL Supervisors, Recreation Assistants, Receptionists, Lifeguards, Fitness Consultants, Catering staff &amp; various other leisure centre-based staff</li> <li>• Active Lifestyles teams including management and activity-based instructors</li> <li>• Councillors and Senior Officers of Huntingdonshire District Council</li> <li>• Contractors and their staff undertaking works in or around the leisure centres</li> </ul> <p>Internally focussed on communicating directly to other leisure staff and stakeholders (finance / HR) of decisions and processes to assist in the delivery of fitness, health and wellbeing activities to the customer base.</p> <p>Some direct contact with customers on a day to day basis with significant contact on a less frequent basis (weekly max / monthly min) to resolve issues and complaints.</p>

	<p>Weekly contact with Partners, Contractors, Suppliers and other external bodies via e-mail, telephone and face to face.</p> <p>The detail of the communication is low to moderate complexity.</p> <p>Internal customer contact 40% External customer contact 60%</p>
<p><b>Personal Attributes and Other Requirements</b></p> <p>In this section please list any other qualities you are looking for from the applicant</p> <p>(E) Essential</p> <p>(D) Desirable</p>	<ul style="list-style-type: none"> <li>Ability to work unsupervised and use own initiative (E)</li> <li>Ability to work both individually and as part of a team (E)</li> <li>Ability to build relationships with customers, partners and communities.</li> <li>Current driving license and access to own vehicle (E)</li> <li>Able to work unsocial hours (E)</li> <li>Ability to work flexible shift patterns</li> <li>Exception to work two weekends in four (E)</li> </ul>
<p><b>HDC values</b></p> 	<p>The values outlined below reflect our collective positive attitude and how all staff are expected to work together as one team.</p> <p><b>Inspiring:</b> We have genuine pride and passion for public service; doing the best we can for customers.</p> <p><b>Collaborative:</b> We achieve much more by working together, and this allows us to provide the best service for customers.</p> <p><b>Accountable:</b> We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers.</p> <p><b>Respectful:</b> We respect people's differences and are considerate to their needs.</p> <p><b>Enterprising:</b> We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.</p>

## **Safeguarding and promoting the welfare of children and young people/vulnerable adults**

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

- Ability to safeguard and promote the welfare of children and young people/vulnerable adults
- Demonstrates understanding of safeguarding issues
- Appreciates the significance of safeguarding and interprets this accurately for all individual children and young people/vulnerable adults whatever their life circumstances.
- Has a good understanding of the Safeguarding agenda
- Can demonstrate an ability to contribute towards a safe environment
- Is up-to-date with legislation and current events
- Can demonstrate how s/he has promoted 'best practice'
- Shows a personal commitment to safeguarding children