



ASSISTANT CENTRE MANAGER

Pay Band H / SCP 29-31

£25,950.94 - £27,667.94

36 Hours

Permanent

Job reference: V42

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Dear Applicant

Post of Assistant Centre Manager

Thank you for your enquiry about the post at Volair Ltd.

Please find enclosed further details about the post and an application form for you to complete and return by 5pm on Monday 1st January 2018.

Interviews are likely to take place within four weeks of the closing date. If you have not heard by then you should assume that your application has been unsuccessful. If you would like receipt of your application to be acknowledged, please enclose a stamped addressed envelope with your completed form.

Volair Ltd places great importance on maintaining high levels of attendance at work and all Directorates operate under well-established guidelines to monitor and control absence. If you are successful at interview, Volair Ltd will be seeking references and your present or last employer will also be asked to give details of your sickness and attendance record over the last three years.

If you require any assistance during the selection process due to a disability, please contact me as soon as possible on telephone number 0151 443 4160. For example you may need a sign language interpreter, require an accessible interview room, or need help completing a written application (taped applications may be submitted by prior agreement).

Please note that Volair Ltd will disqualify any applicant who directly or indirectly seeks or canvasses the support of any Councillor for any appointment with the Council.

You should email your application to: hr@volair.org.uk

I look forward to receiving your application and thank you for your interest in this post.

Yours faithfully

Clare Kerr

Clare Kerr
HR, Pensions and Payroll Administrative Officer



Our shared vision - to make Knowsley: ***The Borough of Choice***

“We want Knowsley to have a sustainable and diverse population with successful townships that provide a sense of place and community.”

CORE VALUES:			
Act with integrity	Being accountable	Openness and transparency	Respect for people
<ul style="list-style-type: none"> ▪ Demonstrates honesty, reliability and trustworthiness ▪ Does the 'right' thing ▪ Demonstrates consistency ▪ Acts according to a consistent set of morals, values and principles at all times 	<ul style="list-style-type: none"> ▪ Acknowledges and assumes responsibility for actions and decisions ▪ Takes ownership and responsibility for resulting consequences and does not seek to apportion blame on others 	<ul style="list-style-type: none"> ▪ Makes decisions in an open and transparent manner ▪ Shares information whenever possible ▪ Explains when information can't be shared ▪ Is open to new ideas and new ways of working 	<ul style="list-style-type: none"> ▪ Champions equality and diversity with all people at all levels ▪ Treats people in the way they would like to be treated ▪ Values people and their contributions ▪ Shows consideration for others through thought and action



Job description	
Job Title	Assistant Centre Manager (36 on a rota basis)
Grade	Grade H (Inclusive of all weekend, out of hours, evening working)
Place Of Work	A base will be allocated however the post holder is expected to work in any Volair facility.
Directorate	Leisure
Section/Team	Volair Ltd
Accountable to	Facility Manager
Responsible for	Any leisure facility operated by Volair. Operational Leisure staff (including fitness suite, swim team, activity for life staff and pool staff)
Date Reviewed	Nov 2016

Purpose of the job

To ensure that financial targets are met and the performance of the service meets corporate objectives and outcomes.

Take operational management responsibility for a Volair Leisure Centre.

Duties and responsibilities

1. To take responsibility for the operational management of a facility, in liaison with the Facility Manager.
2. To ensure the Centre to meet its performance targets/outcomes with a key focus on customer service.
3. Promote the desired performance driven culture around our leisure scorecard.
4. To act in a manner that is credible, professional and promotes Volair in a positive manner, adhering to its policies and culture.
5. Take ownership of the overall standards and appearance of your centre and staff at all time.



6. To drive the building of strong teams through leadership and motivation creating a positive culture for staff to develop.
7. To be fully conversant with emergency protocols and procedures and be the lead officer able to implement these processes in the event of an emergency.
8. To be fully conversant with safeguarding requirements within the centres and be the first point of contact for staff or customers raising concerns.
9. To be on call and available to attend alarm activations and emergency call outs as and when required.
10. To take responsibility for the day operation management providing a quality product/service in a safe and friendly environment.
11. To lead on the effective leadership, motivation, coaching, developing and management for staff on your shift's performance in line with the PRD process, disciplinary process, annual leave and sickness.
12. To control the booking of facilities and organise clubs to promote the use of the centre.
13. As part of the management team ensure that you support the centres work in member satisfaction and member count growth by ensuring service and products match the needs of your customer.
14. To ensure the satisfaction of customers at all times, dealing with customer complaints and comments in line with policy.
15. To maintain a high standard of dress and hygiene with supplied corporate uniform and name badge worn at all times.
16. To support the Facility Manager to constantly monitor and review performance of the centre providing relevant information for reports to ensure the continued development and improvement in standards.
17. To demonstrate positive communication with staff and customers through a variety of ways to ensure the service provided is kept to a high standard.
18. To assist in the marketing, publicity and promotion of facilities in accordance with the centre business plans.
19. To deputise for the Facility Manager through attendance at management meetings
20. Prepare reports as required by the Senior Management team including incident reports, briefing notes, risk assessments, investigation reports.



21. To identify customer needs and action complaints according to the Active complaints procedure.
22. Responsible for all aspects of the day to day administration of the centre.
23. Direction and motivation of staff in the execution of their duties.
24. To understand Volair disciplinary processes and assist disciplinary investigating as and when required.
25. Understand and implement the Volair Vision and values which link into our model of desired behaviours that we expect all employees to display.
26. Recruitment, selection, appointment, training and PRD of staff in accordance to Volair Leisure visions and values
27. Control staffing levels and shift patterns to ensure adequate levels, supervision and control of the centre and its activities.
28. Security of the building, its goods and services.
29. Provision of equipment and stores and the maintenance of an efficient system of stock control.
30. To be fully conversant in Reception and Fitness Team duties and cover as & when required.
31. To ensure compliance with Health and Safety policy and to carry out regular inspection of building and equipment to ensure this is maintained, accordingly, liaising with the Property service team as appropriate.
32. To be responsible for all finances and security of all monies within the centre in accordance with the borough financial procedures adhering to agreed budgets and establishment cash handling and banking procedures.
33. To be fully conversant with all electronic systems operated by Volair including MRM plus2, clocking system, Microsoft Office and Internet Explorer.

Other

1. To hold and maintain a NPLQ and ensure all essential qualifications are kept up to date and adequate training sessions are attended to keep validated. This will be required within 12 months of appointment.
2. To undertake any other duties commensurate with the post and grade which contribute to the general purpose and objectives of the company.



3. The role will contribute to ensuring the operation of facilities throughout the Borough as a whole run smoothly and therefore flexibility in place of work is paramount on a daily basis. Any movement will be as part of the working conditions and no allowance will be incurred.
4. To work pro-actively towards creating a positive environment to work embracing Volair commitment to Equality and Diversity.
5. To ensure that regular continuous professional development training is undertaken to meet with industry best practice guidelines.
6. It is essential for the post holder to be a current member of a professional body which includes a continuous professional development programme.

Health and Safety

1. To ensure compliance with all relevant Health and Safety regulations and policies
2. Manage Health & Safety in relation to all Volair guidelines
3. Control of Plant and Equipment ensuring that water quality inspections and corrections are made as required.
4. Ensure that all equipment is cleaned and maintained in accordance with manufacturer's guidelines and industry best practice.
5. To ensure suitable and sufficient risk assessments are carried out taking into account employees capabilities.
6. To ensure that all staff under the post holders supervision are suitably qualified with regular ongoing training in place to meet with industry best practice guidelines.



Person specification			
Post title	Assistant Centre Manager	Grade	H SCP 29 - 31
Directorate	Leisure	Section/team	Volair Ltd

Criteria	<i>Essential requirements</i>	* M.O.A
Skills, knowledge, experience etc		
1	* Ability to embrace the values of Volair	A/I/P
2	Demonstrate management experience, ideally in a sport and leisure environment.	A/I
3	Experience of people management and developing a commercial performance driven culture including meeting targets e.g. improving the scorecard targets.	A/I/P
4	Experience of financial and budgetary management including meeting targets	A/I
5	Experience of devising marketing campaigns, promotions and developing facility programmes.	A/P
6	Demonstrate a good understanding in working with strategic partners.	A/P
7.	Demonstrate effective leadership skills.	A/I/P
8.	Experience in directing and motivating staff in the execution of their duties.	A/I
9.	Experience in dealing with disciplinary process.	A/I
10.	Demonstrate knowledge and understanding of the Volair Vision and Values.	A/I/P
11.	Effective written and oral communication skills including presentations and report writing	A/P
12.	A passion for customer service and ensuring the satisfaction of customers.	A/I/P
13.	The ability to communicate well in emotional and confrontational situations	A/I
14	Strong organisational skills with the ability to meet deadlines	A/I
Qualifications		
15	Relevant professional qualifications (Level 4) in leisure management / fitness industry	A/P/C
16	To hold and maintain the NPLQ lifeguard qualification	A/I
17	Conflict management training	A/C



18	Ability to use Microsoft Office and other Council IT software packages	A/I
19	Current Membership of a professional body	A/I
Health and safety		
20	A developed understanding of emergency procedures and the ability to implement them	A/I
21	Demonstrate a good understanding of the departments Health and Safety policy and what is included; such as safety in swimming pools, COSHH and Risk Assessments.	A/I/E
Personal attributes and circumstances		
22	Ability to make decisions using analysis and judgement	A/P
23	Commitment to continual professional development	A/P
24	Flexibility to work evening, weekends and Bank Holidays as required.	A/P
25	Flexibility to work in any Volair facility as and when the business requires.	A/I
26	Knowledge of Health and Safety issues and procedures.	A/P

***Method of assessment (*M.O.A)**

A = Application form

C = Certificate

E = Exercise

I = Interview

P = Presentation

T = Test

AC = Assessment centre

Date	Approved by authorised manager	Designation
Nov 16	Mark Fairclough	Head of Business Operations

Where the post involves working with children, in addition to a candidate's ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children, including:

- **Motivation to work with children and young people**
- **Ability to form and maintain appropriate relationships and personal boundaries with children and young people**



- **Emotional resilience in working with challenging behaviours**
- **Attitudes to use of authority and maintaining discipline**



Conditions of Service

Post	Assistant Centre Manager
Employment status	Permanent
Grade	Pay Band H / SCP 29-31
General	The conditions in the National Joint Council for Local Authority Services (Green Book) will apply.
Hours of work	36 hours per week
Salary	£25,950.34 to £27,667.94
Basic annual leave	180 hours per annum
Medical	The successful applicant will be required to complete a medical questionnaire and may also be required to undergo a medical examination.
Training	Volair Ltd encourages training and development for all employees.
Pension	If eligible you will be automatically enrolled into the NEST Pension Scheme.
Childcare vouchers	Volair Ltd is in partnership with a childcare voucher provider which offers employees a salary sacrifice scheme. Further details are available from Human Resources Division.