

Job Title: Sports Centre Manager

Location: Ashville College, Harrogate

Department: Sports Centre

Reporting To: Commercial Manager, Trading

Role Summary

This role is for someone who can run and grow a dual-use sports centre: managing day-to-day operations, leading a team, and driving commercial income while ensuring excellent customer service for students, members and external partners.

Focus will be on maximising facility use, growing membership and bookings, developing new revenue streams, and maintaining high standards of health, safety and customer experience across the site.

Key Responsibilities

Operations and Facility Management

- While prioritising the needs of the school, manage and maximise the commercial use of all sports centre facilities.
- Be the primary contact for commercial partners to ensure smooth booking processes and timely enquiry management
- Lead on all commercial activities within the sports centre
- Lead on the management of key customer systems
- Work collaboratively with other Managers to ensure the school's strategic, community and commercial objectives are aligned and successfully delivered.
- Ensure that daily operational checks are in place, undertaken and recorded.
- Manage the centre's swim school.
- Manage pool plant operations and chemical checks to minimise pool downtime.
- Ensure all commercial partners are provided with a professional experience in all interactions with the sports centre.
- Ensure the colleges financial controls are followed.
- Foster a culture of continuous improvement.
- Support the marketing of the centre's facilities, fitness programmes, activities and memberships.

Health and Safety

- Be responsible for the implementation and management of robust Health and Safety practices
- Ensure strict adherence to health and safety regulations
- Be the owner of key health and safety documents such as Normal Operating Procedures and Emergency Action Plans
- Be the colleges appointed expert in sports centre health and safety

- Ensure facilities and equipment are used and maintained in a safe and compliant manner, reporting any concerns via the schools' defects process
- Act as appropriate duty manager and respond effectively to emergencies and incidents
- Ensure appropriate cover is in place during periods of planned absence
- Work in a manner that promotes and protects own health and safety, as well as that of other staff, pupils and visitors.

Team Leadership and Management

- Provide effective line management for Duty Managers, Lifeguards and Sports Assistants
- Manage staff rotas to ensure appropriate staffing levels throughout commercial operations
- Ensure effective role specific training is provided to staff working within the sports centre

Personal

- Represent the company when on site in the appropriate manner, including while arriving and departing the site.
- Wear the appropriate uniform and comply with the USSC Code of Conduct.
- Respect your colleagues by meeting common goals and standards.

Customer Service

- Promote quality customer service at all times, dealing with comments and reporting more serious issues to the duty manager.
- Ensure the Health & Safety of customers at all times.

Poolside

- Be aware of general pool conditions and report any changes from the norm to a duty manager.
- Monitor number of bathers in the pool and when numbers exceed. specified limits advise additional lifeguards, duty manager and reception.

Understand the importance of safeguarding in education.

In line with our commitment to safeguarding, all members of staff have a duty of care towards Ashville College pupils and are expected to report any such concerns to the Designated Safeguarding Lead.

Work in a manner that promotes and protects own health and safety, as well as that of other staff, pupils and visitors.

Education and Qualifications

- First aid
- Pool Plant Operator
- RLSS Lifeguard

Essential Experience

- Experience of working within the leisure industry.
- Experience of working as part of a team.
- Experience of dealing with emergency situations.
- Experience of working on reception.

Essential Skills and Attributes

- Confident when dealing with people.

It is the shared responsibility of the job holder and their Line Manager to ensure that job descriptions are kept up to date.

Job holder's signature: _____ Date: _____