

Post Title	Group Operations Manager
Division	Operations
Section	Facility Operations and Services
Location	Citywide

Responsible To:	Director of Operations and Asset Development
Responsible For:	Any report under the Operations Division

Job Purpose

- 1 To improve the services and operations in indoor and outdoor sports facilities in line with industry best practise and Sport Aberdeen Strategic Objectives.
- 2 To provide continuous improvement within facility operations and services.

Management Responsibilities

- 3 Ensure the effective management and utilisation of the financial resources, in line with the Company's financial regulations and the key funding partners accounting processes. Ensure that budgets are adhered to and that Best Value is achieved through suitable financial monitoring procedures.
- 4 Be aware of and committed to the equal opportunities principles and practices of the Company.
- 5 Employees are responsible for the implementation of the Health and Safety Policy in so far as it affects them, their colleagues and others who may be affected by their work. The post holder is also expected to monitor the effectiveness of the Health and Safety arrangements to ensure these are implemented and developed as necessary.
- 6 Effectively recruit, deploy and manage any nominated staff, full or part-time and volunteers, providing appropriate training to enable the team to deliver the various initiatives promoted by Sport Aberdeen and/or key partners.
- 7 Prepare budgets in consultation with Operations Managers, Head of Finance & Resources and the Director of Operations and Asset Development.
- 8 Ensure Operations Managers monitor income and expenditure budgets and report variances as necessary.
- 9 To ensure all of indoor and outdoor facilities have in place best practise arrangements for repairs, service and maintenance of building, plant and machinery.
- 10 To manage the 5 year Facility investment-plan [Asset Register] and report quarterly to the Director of Operations and Asset Development on progress.
- 11 To manage and deliver on the Sport Aberdeen Carbon Reduction Strategy and action plan and report quarterly to the Operations Director on progress.
- 12 To ensure effective delivery of the Company's Strategy and objectives through aligned facility and/or service plans.

- 13 Prepare and provide monthly performance reports to the Director of Operations and Asset Development, highlighting any target variances and identified remedial action where appropriate.
- 14 To be aware and familiar with industry trends and best practise and incorporate them into the Operational plans of the Company.
- 15 To support Managers, ensuring they deliver on the highest standards of HASAW management.
- 16 To support Managers in achieving all performance targets and indicators.
- 17 To act as a positive ambassador of Sport Aberdeen, presenting yourself and the Company in a positive and professional manner at all times.
- 18 To ensure effective and consistent communications with staff at all levels.

Development Responsibilities

- 19 To ensure and evidence that continuous improvement principles are applied and delivered in your area of work.
- 20 To ensure that the highest and defined standards are instilled in employees in the team and reflected in the delivery of service.
- 21 To uphold and instil Company values in your team.
- 22 To facilitate where necessary, effective and meaningful consultation with local communities and other representatives to develop future facility plans.
- 23 To ensure all facility programming stays current and represents the needs of the local communities and Sport Aberdeen's sustainability.
- 24 To apply sound change management principles when appropriate to do so.
- 25 To support in the development of the Company's Leisure Management & Information Systems, ensuring it reaches and maintains its full potential.
- 26 To build positive relationships with key stakeholder groups and individuals.
- 27 To foster a "can do" attitude in your team and positively recognise and encourage creativity and innovation in the operational team.
- 28 To provide coaching and/or mentoring to the Operations Managers, and positively identify any training and developments requirements.
- 29 To motivate and lead your team.
- 30 To advise and make recommendation to the Directors of Business Development and Sport & Active Lifestyles on Service improvement.

Methods of Working

- The post holder will be expected to:
- 31 Adopt a positive, participative and collaborative style of working, underpinned by strong interpersonal skills that ensure effective team work with partner's stakeholders and colleagues.

- 32 Be expected to exhibit the highest standards of professional behaviour, creating effective working relationships with the voluntary sector based on mutual trust and respect.
- 33 Use appropriate management information systems, maintain confidentiality and observe data protection guidelines.
- 34 Work with information technology and associated systems, and where appropriate, existing technology arrangements and consultative procedures will be applied in accordance with Company policies.
- 35 Undertake appropriate training associated with the duties of the post.

Person Specification

See attached guide

General Conditions

The full-time working week is 37 hours. A flexible approach to working is required [a time off in lieu (T.O.I.L) system is in operation].

Your hours of work may be carried out in line with a shift pattern in operation for the establishment to which you are allocated and may include early morning, evening, night and week-end work. The detail of the shift rota and your working pattern will be supplied to you by the Manager of your establishment.

A car mileage user allowance is payable [if using your vehicle for work purposes you must have insurance for business use].

The Company operates a no-smoking policy.

This job description is a representative document. Other reasonably similar duties may be allocated from time to time, commensurate with the general character and grading of the post.

Prepared/Updated by	Keith Gerrard
Designation	Director of Operations and Asset Development
Date	January 2017