

Job specification



Job title: Assistant Manager

Service: Resources - Leisure

Grade: G7

Reporting to: General Manager

Your job

As a BeWell Assistant Manager you will support the General Manager with the management of the Sports & Leisure Facilities. You will achieve this through ensuring the delivery of excellent services / activities within Leisure Centres, achievement of financial targets, and development of business opportunities and its colleagues. To be accountable for specific responsibilities as agreed with the General Manager that support achievement of departmental targets and objectives.

The BeWell team are committed to supporting the health and wellbeing of our residents across the Wigan Borough. Whether this be supporting our youngest residents embark on their first swimming lesson or supporting individuals and community groups with existing exercise and wellbeing programmes. We pride ourselves on offering an extensive and diverse range of physical activity to support our residents.

You will have the ability to work in a fast-paced environment whilst ensuring that you always deliver a high level of professional customer service.

You will be expected to work a variety of shifts which will vary across Monday to Friday and weekends on a rota basis.

Mandatory statement

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

In this job you will

On an ongoing basis you will:

- Be flexible to work across all sites within the Wigan portfolio to ensure as and when required Managers can be placed at any leisure site to ensure service delivery is not disrupted.
- Set departmental budgets for all resources, i.e. income, staff and operational costs.
- Monitor closely the performance of the department in respect of income, expenditure and productive hours and establish action plans to address overall trends. In doing so you support with forecasting in relation to budget and actual result and ensure these are effectively communicated to other members of the management team.
- Participate in end of period financial reviews with the General Manager

- Drive revenue/income through effective management, ensuring capacity and demand are well managed, systems are in place to measure success, programming of leisure activities and special events provide the best mix and timings appropriate to customer profile and demand.
- Support the co-ordination of the marketing plan and liaise with the marketing team to proactively develop and capitalise on any income sales opportunities and priorities.
- Ensure effective use of the leisure booking system to determine good working practices for cash security. In doing so you will ensure consistency is maintained where generic activities and financial reporting are required. To be able to utilise the system to provide financial analysis for organisation specific needs to help drive sales.
- Ensure effective management of staff including but not limited to; monitoring of area standards, training and development, handling of difficult conversations, completion of staff appraisals / regular reviews in line with performance objectives and delivery of disciplinary / grievances procedures in conjunction with HR and management as and when appropriate. In addition, ensuring staff attend legally required training.
- Be responsible for the engagement and development of Senior Leisure Assistants to ensure they are high performing in their roles and as necessary challenging poor performance.
- Liaise with the HR Department/General Manager when conducting interviews to ensure staffing needs are met. In doing so you will organise staff rota's to ensure maximum use of resources to provide the highest quality service.
- Actively promote the need for the excellent delivery of customer care and ensure staff remain compliant with organisation standards of personal presentation and manner/good customer care in line with the Be Wigan behaviours.
- Ensure effective communication with staff, wider colleagues and customers to maintain the highest level of customer care by ensuring that all staff perform their duties to optimum efficiency, briefing regularly on matters relating to the department and organisation.
- Be responsible in dealing with customer complaints as set out within the organisation policy and carry out training where required to alleviate reoccurrence, such complaints will be escalated to a senior manager as and when appropriate.
- Maintain an awareness of the leisure industry in relation to new products, activities, and trends to ensure further development of the facility. In addition, you will ensure staff are fully conversant with the services and products the BeWell offer and have the ability to upsell at every opportunity.
- Actively promote services and events through the various media available, e.g. In-House marketing, organisation website & posters in conjunction with the marketing / PR team.
- Ensure all duties – safety checks are carried out as required, including ordering of stocks and supplies in line with departmental safety manuals and organisation procedures.
- Be responsible for Health and Safety within the site/area of all staff and customers as defined in the Safety Policy. In doing so you will ensure all staff maintain standards and quality of activities/ services in line with such procedures.
- You will ensure products and equipment are utilised correctly to provide maximum safety to customers and staff at all times in accordance with operating procedures and codes of conduct.
- Ensure all materials and equipment are in safe working order through observation and regular checks in line with the standard operating procedure and that any defects are reported immediately to appropriate department.

- Maintain full knowledge of, and be able to act upon, the fire/ Emergency Action Procedures as laid down in the organisation and departmental fire plan. In doing so you will ensure staff are fully trained in this area and monitor this regularly.
- In conjunction with the management team, ensure regular production, monitoring and compilation of health and safety reports, e.g. hazard reporting, fire, health and safety audits and accident reporting, taking relevant action to rectify as necessary.
- Operate any pools in line with the current 'pool water treatment advisory group' publication 'Swimming Pool Water' treatment and quality standards for pools and spas.
- Monitor and respond to customer satisfaction levels as highlighted on customer feedback, surveys, letters, and incident reports.
- Attend and organise any meetings/ briefings as required, whilst liaising with other departments and facilities as necessary.
- Provide assistance in the operation of events (both on and off site) as requested by management.
- Carry out any other duties that may be required by the Organisation providing adequate training has been given to execute them. These may be required from time to time or on a permanent basis including undertaking roles or duties within the other Sports & Leisure Facilities following appropriate training
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need

You must be able to demonstrate the following essential requirements:-

- Current 3 Day First Aid at Work Certificate OR the ability to successfully obtain the qualification within six weeks of the interview date.
- Professional Qualification in leisure/ sports environment and significant experience within a management role within the leisure/sports environment.
- Substantial knowledge of Health and Safety operating practices and H&S legislation within a sports / leisure environment.
- Appropriate training or shadowing will be explored and implemented to ensure Managers are confident and equipped to cross work at all other sites additional to their current home site when necessary.
- Qualification in the 'Institute of Occupational Safety and Health' (IOSH)
- Appropriate training in pool and spa water treatment in line with the 'Swimming Pool Water' guidance.
- Experience of working within a leisure/hospitality environment.
- Experience of management responsibilities.
- Extensive customer service experience.
- Experience of preparing facilities for use, i.e. setting up of equipment and cleaning duties
- Ability to perform lifesaving rescues/administer first aid in accordance with an appropriate qualification.
- Excellent interpersonal skills including friendly, outgoing person who likes to meet different people.

- Able to work both alone and as part of a team.
- High standards of personal presentation and appearance.
- Able to anticipate problems and take action to prevent situations escalating.
- Excellent observation skills.
- Quick thinker, able to stay calm in emergency situations.
- Ability to provide a customer orientated service.
- Flexible and helpful.
- An affinity with delivering excellent customer care and an understanding of the needs of customers.

Our culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Be Wigan** behaviours.

Be Positive... take pride in all that you do

Be Accountable... be responsible for making things better

Be Courageous... be open to doing things differently

Be Kind... be helpful, generous and thoughtful towards yourself and others

Individuals with line management responsibilities are also expected to ...

Inspire... lead by example and help others to see the big picture

Care... show genuine concern for people as individuals and value their contributions

Engage... I connect with others both within and beyond the organisation

Staff Deal

Our Staff Deal is an informal agreement with all staff. It outlines what you can expect from us, and in return what we expect from you

Our part

- Provide strong, honest and visible leadership
- Reward your commitment and hard work
- Care for your health and well being
- Listen to you and put your ideas into action
- Support you to give something back
- Offer opportunities to learn and grow
- Be one team, one council
- Believe in you

Your part

- Listen, be open, honest and friendly
- Be efficient, flexible and professional
- Care for your health and stay active
- Tell us how we can improve
- Give something back whenever you can
- Take opportunities to learn and grow
- Be one team, one council
- Believe in yourself and our borough