



CLAYESMORE

D O R S E T

Job Title: Holiday Activity Manager/Sports Centre Assistant Manager

Responsible to: Sports Centre Manager

Role Overview

Responsible to the Assistant Director of Operations (ADO), through the Sports Centre Manager, for the planning, organisation and delivery of 'Clayesmore Holiday Activities' and the daily liaison with resident holiday lettings. Responsible to the Sports Centre Manager for the day to day leadership and management of the Clayesmore Sports Centre (CSC) and the delivery of sporting facilities to the School and the public. This includes, but is not limited to, supporting term-time School activities and requirements and facilitating public access as appropriate.

Responsibilities and Duties

Holiday Activities:

- Pro-active Holiday Activity planning, coordination, coaching, leadership and supervision.
- Ensure holiday activities are available for parents to book at least 3 months in advance.
- Ensure adequate and appropriate staffing is available and identify any gaps in availability early to senior management.
- With Marketing ensure all marketing materials are published at least 3 months in advance.
- Ensure that all bookings are acknowledged within 24 hours.
- Ensure all booking fees are paid prior to the start of the activity.
- Ensure all CSC staff are appropriately and adequately trained in the processes and procedures for the booking and administration of holiday activities.
- Work closely with the CSC Manager and the ADO to develop an exciting and dynamic holiday activity programme that meets Clayesmore and customer requirements.
- Expand the holiday activity programme wherever possible, but particularly to ensure that a full 5-day programme is available for ages 5-14 throughout the holiday periods.
- Create and maintain an effective and appropriate electronic system for the administration of holiday activities, including bookings.
- Manage costs to ensure that Holiday Activities do not make a loss.

Commercial Activities:

- In close consultation with the ADO support the provision of commercial activities across the School, including those outside of the direct CSC operations e.g. weddings, conferences etc.
- Act as the daily contact for organisations using Clayesmore for residential holiday lets.
- Be responsible for the arrival and departure procedures of residential holiday lets, including any that fall on weekends.

- As an integral part of the Commercial Team ensure that you are available during the summer months with weekend work to ensure the successful running of and support for the Holiday Lets Programme.

Operational Responsibilities:

- Assisting the Manager with the Daily Management and Operation of the sports centre.
- As a key holder be responsible for the security of premises, cash, stock and equipment.
- To ensure that procedures are in place for the supervision of bathers at all times in accordance with recommendations set out in 'HSG179 - Managing Health and Safety in swimming pools' and PWTAG's 'Swimming Pool Water' publications and standards
- Oversight of the business and operational areas of the facility:
 - Day to day building operations and health and safety.
 - Support for, and delivery of, fitness classes and training including fitness room usage and maintenance.
 - Courses and activities (School and external revenue generating) including the development and management of booking systems, processes and marketing.
 - Plant room management, maintenance and day to day operation.
 - Public use of facilities in line with the Public Usage Policy (P.U.P.).
- Offer a quality customer service by directly interacting with centre users including pupils, staff and public.
- Responsible for the identification of new equipment needed by the Centre.
- Delegation of duties where appropriate to encourage development of team staff and also to promote a sense of ownership and responsibility of work.
- Shift Cover as part of a rota pattern, or as cover, acting as Shift Manager/Sports Assistant or Lifeguard when required.
- Ensure all staff comply with safeguarding measures and are vigilant to safeguarding risks.
- To provide administrative and operational support to the manager and duty teams.
- Assist the Manager and School with recruitment for both the Sports Centre and other areas of commercial business.

Compliance:

- Ensure staff and users of the Centre comply with existing and future health and safety requirements.
- Oversee the maintenance and cleaning of Sports Centre equipment and premises through liaison with the school's Household and Estate Departments and management of inhouse staff responsibilities and duties.
- Development of working practices to improve the quality, efficiency and accuracy of data recording whilst maintaining compliance with GDPR where appropriate.
- To support the School's implementation of all other current statutory requirements in relation to this role e.g. Disability Discrimination Act, Access to Work, Equal Opportunities.

Financial:

- Carry out a range of finance tasks including the receipt, collection and banking of income from users of the Centre.
- Assisting the Sports Centre Manager with managing the Sports Centre budgets if required.

Skills, Knowledge and Experience

- A minimum of two years in a similar management role having dealt with or been involved in budget control, staffing and rotas, timetabling and programme monitoring, health and safety and building operations.
- The post holder will possess a current, or be prepared to qualify for, RLSS National Pool Lifeguard Qualification and Pool Plant Operators Certificate (at the School's expense).
- A Level 2 management qualification would be desirable but not essential.
- An RLSS NPLQ Trainer/Assessor Qualification would be desirable.

Personal Attributes

- The ability to problem solve is essential as the post holder will be a key decision maker for the day to day running of the holiday activities and lettings.
- To be able to think 'outside the box' is a key skill that will help with daily decisions and solutions to problems or obstacles.
- To be approachable, reasonable and firm when required.
- The post holder will be a confident, enthusiastic Team Leader with the skills to mediate discussions and the ability to make important choices and decisions that support the school in achieving its goals.
- The post holder must be able to work autonomously and proactively, particularly with regard to the provision of holiday activities.

Working Conditions

The post holder works in a well-maintained Centre where there are facilities and procedures in place to minimise the risk to health and safety. The mix of activities undertaken requires computer use. The job will involve a degree of physical activity, walking, standing and assisting in the manual handling of large equipment (for which guidance is provided); however a degree of physical fitness is essential. When working in a pool environment the conditions will be warm, humid and noisy and may be endured for prolonged periods.

This position will involve evening and weekend work including the need to cover at short notice if required and may be required to undertake any duty within their capability and skill set; including duties not normally associated with the Sports Centre. Due to the key responsibility for holiday activities and residential lets holidays are primarily to be taken in term time with the agreement of the Line Manager, or exceptionally outside of term time with the approval of the ADO.

It may be a requirement of this role to be on call or resident overnight and at weekends during periods of residential holiday lets.; accommodation will be provided by the School if required.

All members of staff are appointed to the School as a whole and may reasonably be asked to undertake similar or related duties in a department or team other than that to which they were originally appointed, or for any subsidiary company.

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(Job Holder)

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(Human Resources Manager)

Date:

Date:

Date reviewed : 02 January 2019

Reviewed by: Sports Centre Manager/ Assistant Director of Operations

Clayesmore School is an Equal Opportunities Employer