

Evaluation Date	
Grade	7

JOB DESCRIPTION

Job Title:	Operations Manager	Reports to:	Manager
Department:	Customer Operations	Location:	EICA, Ratho
Work Pattern:	Full time, working 5 days, some shift work	Contract Status:	Permanent

BACKGROUND

We want enthusiastic and energetic people who will create a great experience for our customers and share the following values. Edinburgh Leisure **makes a positive difference** by:

welcoming all,
each one of us **caring** about what we do,
being **passionate** about how we do it,
and feeling **proud** of what we achieve

JOB PURPOSE

You will lead and manage the operations team to ensure that they perform and deliver on their key performance objectives delivering a high-quality customer experience within a safe environment.

You will work in partnership with senior management at EICA in the creation and delivery of the priorities, performance targets and work plan for the venue.

KEY RESULT AREAS

Key Responsibility	Expected time spent (%)
<ol style="list-style-type: none"> Responsible for the delivery of excellent customer service to over 250,000 customer visits annually. You will do this by: <ul style="list-style-type: none"> Monitoring standards of service to ensure these are consistently delivered. Taking a proactive approach to determine our customers' needs and regularly review our performance against service standards. Act upon feedback, implement change initiatives to improve customer experience. Identifying new products or services which will improve our overall performance 	20%

<p>2. Lead, develop, support and manage your direct reports to ensure they are high performing, work effectively as a team so they deliver on their areas of responsibility. Support them in the leadership of their teams.</p> <ul style="list-style-type: none"> - Regular meetings to provide constructive feedback and offer support. - Resolve any staff performance issues promptly and manage their performance against defined standards and policies - Ensure staff development is delivered and recorded as required. 	50%
<p>3. Develop and deliver on actions in the annual work plan to improve both customer and employee experience.</p> <ul style="list-style-type: none"> - Engage direct reports to ensure they understand their role and how they contribute to the success of the venue - Hold regular progress meetings to ensure actions are being delivered, timescales met, and targets achieved. - Provide regular progress reports to the management team highlighting performance, and make recommendations where required. 	20%
<p>4. Monitor and administer agreed departmental budgets to ensure income targets are achieved and expenditure is controlled appropriately and within agreed budgets.</p>	10%

RESPONSIBILITY FOR RESOURCES	
Responsibility for staff:	Operations teams, softplay, health & fitness, catering, general assistants.
Salary bill for all staff reporting:	£TBC
Responsibility for finance and level of financial control:	Catering budget, monitor expenditure of operations staffing budget.
Responsibility for Physical Resource:	Make recommendations for purchase, replacement and repair or maintenance.
Responsibility for Data and Information:	Confidential and sensitive personal information for staff and customers. Use of MRM and data capture programmes. Regular access to financial performance information.

GUIDELINES AND EXPECTATIONS

Authorities & Limitations

- You will ensure that all employee and customer relationships are managed effectively. Ensuring that you have the means in place to consult, listen and respond to feedback.
- You will ensure ways of working are adhered to within the facility referring to corporate policies, best practice or legislation.
- Assist the venue Manager in the development and implementation of the overall workplan.
- You will ensure that resources are managed efficiently, this includes rostering, staffing costs, procurement of supplies and ensure your team to do the same.
- You will be expected to make decisions daily however you will be able to raise more complex issues to your manager for support or assistance.
- Monitor and analyse business performance information and provide feedback and make recommendations to improve performance.
- Identify new income streams and maximise usage of the facility to achieve financial and business success.

Communication & Representing the Organisation

Leadership of the team to ensure staff are competent and professional and able to deliver their roles effectively. Facilitate regular team meetings, 121 meetings and appraisals. Ensure that everyone knows their role and what is expected of them, and that they get regular feedback on their performance.

Embed a culture that is reflective of our values, where engagement is high, and the venue is a fun place to work.

Ensure that the Supervisory teams are aligned to our ways of working and our Essentials behaviour standard.

Liaise with building tenants as required.

Ensure that regular staff briefings and training sessions are delivered that engage teams.

Provide feedback in a positive and constructive manner, giving direction and using coaching skills as required to achieve the desired outcomes.

Demonstrate a range of positive personal communication styles, with staff, customers and partners to help build relationships, influence and persuade others.

All written, verbal and digital communications must be of a high standard and represent EL positively.

You will be expected to prepare business reports and confidently explain the rationale for your recommendations highlighting business benefits e.g. impact on finances or people.

Communicate effectively with customers, for example, to ensure that issues they raise are dealt with professionally and in line with our values. Respond to escalated customer concerns to ensure a mutually beneficial outcome.

Establish effective working relationships across Edinburgh Leisure and be actively involved in projects and working groups to ensure delivery of objectives and improve service. You will partner with colleagues to ensure the success of large events.

Safeguarding Our Customers

Take an active role in the safety of yourself, your team, the facility and customers. Ensure EL Health and Safety Policy is implemented and that all H&S legislation and guidelines are adhered to.

Implement the Health and Safety policy and procedures through all service and activities ensuring a safe environment for customers and staff.

Apply industry codes of practice and any relevant legislation in our ways of working e.g. staff training and compliance records, food standard compliance, financial compliance etc.

Problem Solving

You will analyse business performance information to:

- Review key performance information indicators and make appropriate recommendations to maximise the business performance (i.e. grow the business and increase usage and income or identify ways to work more efficiently).
- Be proactive, seek out solutions to problems and always looking for new and better ways to do things.
- Support the Manager in the creation and delivery of the annual venue workplan

Work closely with teams to understand the challenges presented in our daily roles or working environment and take an interest in colleagues to find an early resolution to problems and avoid issues escalating.

You will visible to teams and customers to ensure you understand and regularly review the customer and employee experience and always seek ways to improve it.

You are expected to respond to immediate and sometimes urgent issues which will require your attention. E.g. service delivery breakdown, staff shortages.

Impact on Organization

EICA is a world class venue and you will ensure the highest standards of service are delivered with a continued focus on the customer experience. You are always expected to positively represent the Edinburgh Leisure brand.

JOB DEMANDS	
Physical	The venue is large over multiple levels and you will be visible and active throughout the venue. You will be expected to work hours and shifts as agreed with your manager.
Mental	You should be able to plan most of your workload; however, there will be times when you will have conflicting deadlines and need to prioritise your time in response to these changing demands.
Emotional	You will occasionally need to deal with upset or angry customers or staff.
Environmental	This job is based in a busy facility with high customer use. There may be some requirement to travel to other EL or external venues for meetings as required. The building can be cold.

PERSON SPECIFICATION

Factor	Essential	Desirable
Qualifications and Attainments:	Degree level or equivalent level of education, or equivalent working life experience. Experience of working in the leisure, hospitality or events industry, which is likely to be evidenced through at least 6-8 years working, with some of this at a management level	Further industry qualifications perhaps evidenced by: - IOSHH - CIMSPA
Knowledge and Experience:	Substantial knowledge and management expertise in the leisure industry technical and operational practices, such as: - Staff management and leading a team - Health & Safety - Customer Service - Event Organisation - Financial Control Knowledge of industry best practice and legislative requirements, and evidence of delivering this within an organisation	
Additional Requirements (e.g. competencies):	Refer to the Essentials Framework: Everyone and Manager behaviours.	
DISCLOSURE/PVG REQUIREMENTS		
Basic Disclosure		

I have read and understand this job description and I am clear about what is expected of me in this job.

Signed **Date**