

JOB DESCRIPTION

Evaluation Date	
Grade	5

Job Title:	Manager Meadowbank	Reports to:	Head of Operations
Department:	Customer Operations	Location:	Meadowbank
Work Pattern:	5 days a week including evenings and weekends	Contract Status:	Full time, 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

Please read appendix 1 (below) with regards to pre-opening roles and responsibilities. Thereafter, you are expected to ensure the successful performance of Meadowbank Sports Centre (MSC) through effective leadership and management of the staff and venue.

You will:

- Develop and deliver a safe and customer focussed service for over 550,000 customer visits a year.
- Encourage and support ongoing personal growth and professional competence of your team.
- Deliver on agreed income and expenditure targets.
- Deliver a balanced programme of activities in response to social and business needs maximising the use of the facilities and increase participation.
- Build a robust business and ensure that the 'New Meadowbank' returns as one of the premier multi sports facilities in Scotland.

KEY RESULT AREAS

Key Responsibility	Expected time spent (%)
1. Lead, develop and support your team to ensure they are high performing, work effectively and deliver the venue workplan and quality service standards.	40%
2. Create the annual workplan for Meadowbank, planning resources (people, finance and space) and lead the whole team to deliver it. This will include identifying ways to grow the business such as: <ul style="list-style-type: none"> • Ensuring a balanced programme is developed and fine-tuned to maximise income, delivers a variety of activities and 	30%

<ul style="list-style-type: none"> increases participation Respond to the operating environment and make proactive changes if an area of the business isn't performing Establish the programme and activities including casual use, regular lets, coaching and events to ensure an effective use of the facilities and space available. 	
3. Ensure the effective performance of MSC, by managing budgets, analysing trends, developing business opportunities and addressing any areas of concern.	20%
4. Build and maintain effective working relationships with key stakeholders to ensure that the venue operates efficiently and effectively, problems are minimised, and you create opportunities to grow and develop the business.	10%

RESPONSIBILITY FOR RESOURCES	
Responsibility for staff:	50 full time equivalent Staff including venue management and supervisors, Catering, Leisure Attendants, Cleaners, Welcome Hosts, Gym, Technical and coaches.
Salary bill for all staff reporting:	£1.4 million
Responsibility for finance and level of financial control:	Expected income from £2.0 to 2.5 million in first 3 years Total Expenditure £2.4 million
Responsibility for Physical Resource:	<ul style="list-style-type: none"> Outdoor athletics track with a 500 seat stand and outdoor throwing and jumps area Indoor athletics track and jumps space Two multi-sport games halls Three fitness studios Gym A gymnastics hall Two squash courts A combat studio for martial arts A boxing gym Two 3G (synthetic) pitches Cafe and meeting rooms Responsibility for building security and always maintained in a fit for purpose condition.
Responsibility for Data and Information:	Responsible for day to day handling of routine business performance information and employee personal data where confidentiality is critical.

GUIDELINES AND EXPECTATIONS

Authorities & Limitations
You are responsible for the overall successful performance of Meadowbank, including the development and implementation of the venue opening plan. You will ensure that appropriate ways of working are implemented and adhered to, within the facility; referring to corporate policy or standards as applicable; e.g. Human Resources, Health & Safety, Learning & Development,

Finance and Marketing Brand standards.

You are responsible for the effective use of all resources in MSC (staff, facility, asset, and financial) and will have the authority to make decisions in this regard. You lead, manage and support your management team to ensure the effective day to day management of the facility. problem solving and tackling corporate issues that affect MSC.

You are responsible for:

- Creating and delivering the venue service improvement plan
- Delivery of Key Performance Indicators
- staff performance and delivery of objectives
- staffing and resourcing requirements
- health, safety and compliance
- Budget Management: achieving income targets and managing expenditure
- achieving customer service targets and leading on customer service
- relationships with key stakeholders
- improving the performance of the venue (measured through the Key Performance Indicators)

You will use your professional expertise and knowledge to make decisions within your area of responsibility. You are responsible for your own workload and for the allocation of resources within your team. You report to a Head of Operations who will support you in developing your venue, problem solving and tackling complex issues.

Communication & Representing the Organisation

- You are always expected to role-model positive and professional conduct and behaviour at work leading by example to set standards.
- You will share communications in ways that are appropriate to the audience, ensuring that messages are clearly understood.
- You are expected to lead, inspire and engage with staff with a focus on employee wellbeing. You will use a broad range of communication skills and approaches to engage your staff and colleagues to achieve performance objectives, delivery of the annual workplan and Edinburgh Leisure's Purpose, Vision and Values.
- You will provide clear and constructive feedback to your staff to ensure that they understand what is expected of them.
- You will develop and manage effective relationships across Edinburgh Leisure to ensure good working relationships and ensure that any issues raised are dealt with quickly. Likewise, the same will apply to a wide and varied group of external stakeholders; build and maintain effective working relationships with, such as City of Edinburgh Council, National Governing Bodies, sport clubs, community groups and suppliers.

Safeguarding Our Customers

- As the manager of the facility you are responsible for enforcing the Health & Safety policy and procedure throughout all services and activities in MSC and ensuring a safe environment for customers and staff.
- You must ensure that your staff are properly trained and receive the support needed to meet their responsibilities. You should ensure that necessary consideration is given to the requirements of the Health and Safety Policy.

Problem Solving

- You are expected to solve problems through detailed analysis of various sources of information and use your professional judgement and expertise to resolve issues.
- Given the complexity of the venue operation you'll be expected to collaborate with colleagues and internal/external business partners to fully understand the impact of

decision making.

- You will plan and share the vision of your facility, considering the wider political, economic, social, cultural, technological, environmental and legal issues in which your business operates.
- You find the best and most effective ways to do things and make the right decisions.
- Constantly review business performance and operations with a focus on continuous improvement and act improve performance and develop a great customer experience.
- React quickly, spot trends, develop business opportunities and address areas of underperformance to ensure that MSC achieves business targets.
- You are responsible for creating the annual workplan and leading your team to achieve this successfully.
- Support and manage staff performance referring to appropriate guidance from Human Resources, this may involve investigation and disciplinary procedures.
- Manage and plan for events at MSC, some of which can be a several years in advance.

Impact on Organization

MSC will be a high-profile facility attracting over 550,000 customer visits a year and has a significant reputation within Edinburgh and nationally. As part of the Edinburgh Leisure portfolio, its' successful operation is critical to the overall performance of the business. MSC must meet its usage, income and net expenditure targets and continue to develop as a service.

JOB DEMANDS

Physical	This role is mainly office/venue based with a combination of desk-based work and meetings with a requirement to travel to other sites. You are expected to be in and around your facility interacting with staff and customers. There is a requirement to work flexibly, including evenings and weekends
Mental	This role involves dealing with a wide variety of service delivery areas within the venue. It involves decision making and an ability to balance several conflicting projects at the same time and deal with operational or emergency situations which cannot be planned for.
Emotional	Working in a busy and diverse customer service environment you'll need a positive and resilient perspective to overcome challenging times. On occasion, partnership working will require tact and diplomacy to achieve successful outcomes. You are expected to make and implement difficult decisions, adjusting your message to suit the needs of a variety of audiences including customers and staff.
Environmental	Based at MSC, with meetings at other venues in Edinburgh.

PERSON SPECIFICATION

Factor	Essential	Desirable
Qualifications and Attainments:	Demonstrated Continuing Professional Development in leisure management, this can be through formal training, qualifications or appropriate experience such as CIMSPA membership Experience of: <ul style="list-style-type: none"> • Customer service delivery • Budgeting/finance • People management and development 	Experience of: <ul style="list-style-type: none"> • Child Protection • Catering, Event Hospitality • Community Sports Development

	<ul style="list-style-type: none"> • Health & Safety • Events Management • Project planning 	
Knowledge and Experience:	<ul style="list-style-type: none"> • Substantial experience of leading large multi-functional teams (40+employees) • Significant experience of managing a large customer service facility (preferably in the sport/leisure environment) • Evidence of meeting performance targets and developing a service to increase usage/income • Evidence of managing and delivering events • Evidence of engaging with the local community 	<ul style="list-style-type: none"> • Significant experience of managing a large leisure facility • Experience of leading and delivering sporting events • Experience of building, developing and maintaining good relationships with NGB's, sporting clubs and community groups
Additional Requirements (e.g. competencies):	Please see Essentials Behaviour Standard for Managers	

DISCLOSURE/PVG REQUIREMENTS
Basic

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

Signed

Date

Appendix 1.

Additonal information to be read in conjunction with the job description.

Meadowbank Sports Stadium construction works are due to be completed late 2020 with the facility opening in early January 2021. The manager is expected to be onboard by 1 April 2020 to:

1. Partner with Edinburgh Leisure facilities management, architects, building contractors and Edinburgh Leisure management during the build process and subsequent building handover.
2. Recruit, develop and train a high performing team in readiness for the building opening in 2020.
3. Develop and implement systems of work including Health and Safety requirements, normal and emergency operating procedures.
4. Plan and implement the sporting and activity programme for the venue, including sports club lets (athletics, football, judo, gymnastics etc), fitness class provision.
5. Develop and embed customer service standards for all areas of operation and hold all staff accountable for their delivery.
6. Ensure that upon opening in 2021 the venue operates successfully, delivers financial and standards are maintained to keep the new facility in prime condition.