

JOB DESCRIPTION

Operations Director

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

To lead and drive the delivery of a great customer experience day in and day out, continuously developing Edinburgh Leisure's products and services, to encourage more people to be more active and stay across Edinburgh.

KEY RESULT AREAS

Key Responsibility	Expected time spent (%)
1. Work collaboratively with the other Operations Director to identify shared objectives, develop services, agree budgets and work plans to ensure our operations are effective and deliver on our strategic objectives.	20%
2. Lead and support the Operational Leadership Team to achieve their objectives, specifically in relation to the achievement of usage, financial, health & safety and customer experience targets.	40%
3. Carry out assigned role in corporate projects and working groups e.g. lead role, sponsor or project team member to ensure projects are delivered to agreed quality standards and on time and on budget.	20%
4. Work with the Strategic Leadership Team to protect and develop our services and build a sustainable business model to deliver on Edinburgh Leisure's vision and purpose, strategic objectives and annual business plan.	10%
5. Establish and develop effective partnerships with key stakeholders to engage them in our purpose and gain their support, financially and/or politically, for our ongoing service provision.	10%

RESPONSIBILITY FOR RESOURCES

Responsibility for staff:	Responsibility for their respective teams and shared responsibility for all operational employees.
Responsibility for finance and level of financial control:	Oversee all operational budgets.
Responsibility for Physical Resource:	Usual office equipment. Responsible for procurement of goods and services as per policy limits.

Responsibility for Data and Information:	Regularly works with sensitive business critical data and employee information. (e.g. Board reports, business plans, competitor analysis, financial performance data etc.).
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GUIDELINES AND EXPECTATIONS

Authorities & Limitations
<ul style="list-style-type: none"> Responsible for the operations and customer experience for the organisation, ensuring that key stakeholders work together and are consulted with and engaged in our plans. Makes strategic decisions as a member of the Strategic Leadership Team and fully contributes, and is accountable for, decisions made as part of this team. Advises the Strategic Leadership Team of the implications of decisions on the operations of the business, ensuring that we are able to deliver our agreed service to our customers. Responsible for the operational processes, Health and Safety procedures and policies across a number of areas affecting the business. Has authority to set and manage to standards within corporate project teams. Makes strategic decisions on the operations and customer experience priorities for the company. Makes operational decisions in response to escalation from your teams, using your operations expertise and knowledge. Ensures the effective delegation of responsibilities to the operational teams, to ensure that they are all able to effectively contribute to the overall performance and development of EL.

Communication & Representing the Organisation
<ul style="list-style-type: none"> Work in partnership with your fellow Director of Operations at all times, ensuring you are 'speaking with one voice' to the organisation. Works with all areas of the business as well as external organisations, such as customer representatives, partner organisations and suppliers to deliver corporate projects and implement changes that impact positively on our customer experience. Interacts with customers on a regular basis, to listen to their feedback, identify any common themes, and resolve the more serious customer concerns. Responsible for ensuring that EL is represented effectively with our key partners, for example in Council Liaison meetings. Influence and negotiate at the highest level to ensure the effective delivery of complex projects. Responsible for engaging others in the delivery of our services; agreeing standards for customer service and supporting employees to use them effectively. Conducts stakeholder analysis, and can see the viewpoint of all stakeholders to negotiate the best outcome for the long-term future of EL. Represents SLT within the organisation, role models our values and behaviour, meets with staff and is able to effectively handle questions and objections. Delivers sessions to staff to communicate on key issues. Facilitate and chair meetings in a variety of settings, such as project meetings, team meetings and meetings with individuals.

Safeguarding Our Customers
<ul style="list-style-type: none"> As a member of our Strategic Leadership Team has overall responsibility for the health, safety and wellbeing of all our staff and customers. This is usually demonstrated through the decisions made in the role, but can also be direct, such as when dealing with venue closures or other complex operational issues. Don't interfere with any equipment designed to preserve life. Take action to fix or report any potential hazard. You are expected to understand and fulfil your role (following training) in:

- Edinburgh Leisure's Health and Safety policy
- Edinburgh Leisure's Child Protection policy
- Oversee EL's Emergency Action Plans (EAP)
- Oversee EL's Normal Operating Plans (NOP)

Problem Solving

- Leads on our customer operations and is responsible for making sure that EL has strategies and plans in place for the next few years. Needs to be able to balance the sometimes competing demands and expectations of customers with the constraints of the business, in line with our cultural values.
- Analyse a large amount of complex information and use this to determine potential solutions. There is rarely a straightforward or easy answer, so this post needs to be able to balance a number of different needs and expectations.
- Nurtures and develops the relationship that EL's people have with our customers to ensure it remains positive and proactive.

Impact on Organization

This post is an ambassador for Edinburgh Leisure, representing the organisation at the highest level and with key strategic and funding partners. Needs to role model the values of the organisation and lead on the delivery of an enjoyable Edinburgh Leisure experience for all our customers.

This role balances the competing demands of financial constraints, political expectations and customer expectations. Ensuring that risks are identified and appropriately mitigated.

JOB DEMANDS

Physical	Desk based role with meetings throughout Edinburgh.
Mental	This is a complex and demanding role, with a broad remit and a number of competing priorities to balance. This role plans and leads on projects, but there will always be a need to react and respond to situations that arise.
Emotional	This role is responsible for representing our operations in the Strategic Leadership Team and with the Board. A high level of emotional understanding and resilience is required.
Environmental	Works in both office and venue environments.

PERSON SPECIFICATION

Qualifications and Attainments:

Essential	Desirable
Degree level education or equivalent in experience. Plus significant experience of working at a senior management level in the sport and leisure operations environment. Evidence of continuing professional development in key areas such as leadership.	Evidence of continuing professional development within the sports and leisure environment

Knowledge and Experience:

Essential	Desirable
Extensive evidence is required in all the following areas: <ul style="list-style-type: none"> • An in depth knowledge and understanding of customer service, operations, service and product development • Health & Safety within a customer service environment • Understanding of and commitment to the power and impact of physical activity on citizen's wellbeing. 	<ul style="list-style-type: none"> • Evidence of successfully contributing as part of the SLT • Full knowledge and understanding of EL and how we operate and the environment that we operate in

<ul style="list-style-type: none"> • Leading on change management and taking tough key decisions, keeping colleagues on-side and leading them to successfully deliver the outcome. • Delivering successful operational outcomes through effective leadership of others to support and deliver the corporate strategy. • Successfully leading others to deliver on their priorities. • Building good working relationships, internally and externally, to facilitate business success. • Leading on and delivering projects with a corporate impact. • Good understanding of how to operate in a political and not for profit environment. • Successfully using a wide variety of communication tools and techniques. • Balancing the needs of customers, resources and operations while understanding and mitigating the risks. • Balancing, prioritising and delivering on a wide and varied workload. • Leading, chairing and facilitating meetings and workshops. • Making effective decisions in a wide variety of situations. 	<ul style="list-style-type: none"> • Knowledge of how to report to a Board and how to influence the decision making for the good of the business • Knowledge and experience of delivering operations leadership and customer experience in a multi-site and not for profit environment • Ability to work with our political partners • Understanding of the sport & physical activity environment
ESSENTIALS Behaviour Standards	Leadership by EVERYONE & MANAGER

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.