

Evaluation Date	
Grade	<b>5</b>

## JOB DESCRIPTION

<b>Job Title:</b>	<b>Manager, Edinburgh International Climbing Arena (EICA)</b>	<b>Reports to:</b>	<b>Head of Operations</b>
<b>Department:</b>	<b>Operations</b>	<b>Location:</b>	<b>EICA, Ratho</b>
<b>Work Pattern:</b>	<b>35.75 hrs per week including evenings and weekends</b>	<b>Contract Status:</b>	<b>Permanent Full Time</b>

### 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 your team to ensure that your venue delivers a high-quality customer experience within a safe environment. You will achieve the key performance objectives for your venue and deliver a venue work plan that continually improves on performance and service delivery.

You will play a role in driving improvements within Edinburgh Leisure and Operations by involving yourself in corporate and operational projects and working effectively with colleagues and stakeholders.

### KEY RESULT AREAS

Key Responsibility	Expected time spent (%)
1. Lead, develop, support and manage your staff to ensure they are high performing, work effectively as a team, deliver the service improvement plan and are responsive to customer demands.	60
2. Create the annual work plan for EICA, plan the resources to achieve this (people, finance and space) and then lead and manage your	30

<p>team to achieve a successful delivery of the plan. The service improvement plan:</p> <ol style="list-style-type: none"> <li>a. Improves on the financial performance of the venue, developing effective income streams and meeting customer demand while managing expenditure</li> <li>b. Delivers excellent customer service, focussing on improving all elements of the customer journey and improving customer retention and repeat visits</li> <li>c. Delivers and continuously improves the climbing and bouldering programmes, responding to customer demand and providing effective pathways for people to stay active through climbing activities</li> <li>d. Delivers and continually improves the other activities provided within the venue, linking up all aspects of delivery.</li> <li>e. Develops and continuously improves the customer offering in EICA, responding to customer needs, industry trends and an overall aim of getting people active</li> <li>f. Ensures effective promotion of the facility and programme to maximise use of the space and participation</li> <li>g. Ensures delivery of Key Performance Indicators</li> <li>h. Within the venue plan to oversee and create an annual events plan, which includes local, national and international events, supporting and delivering with these events as required</li> </ol> <p>3. Manage effective working relationships with key stakeholders to ensure that their expectations are understood and managed effectively. This includes working with National Governing bodies, the climbing community, building tenants and the local community.</p>	10
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<b>RESPONSIBILITY FOR RESOURCES</b>	
<b>Responsibility for staff:</b>	90 people (66 FTE) including, Management Team, Climbing, Operations, Gym, Cafe and Softplay.
<b>Salary bill for all staff reporting:</b>	Approx. £1.3 mil
<b>Responsibility for finance and level of financial control:</b>	Non-staff expenditure £1mil EICA is expected to achieve a zero subsidy budget
<b>Responsibility for Physical Resource:</b>	Responsibility for ensuring the building and its contents are secure and maintained in a fit for purpose condition.
<b>Responsibility for Data and Information:</b>	Access to personal information for staff and customers. Access to sensitive business information – confidentiality is required.

**GUIDELINES AND EXPECTATIONS**

## **Authorities & Limitations**

You are responsible for the overall operation of your venue ensuring it is safe and fit for purpose. You provide leadership and guidance to your staff.

You are responsible for implementing the standards and procedures that are required within your venue, sharing best practice and achieving a high quality and consistent service delivery. You will continually look to improve the service delivered to your customers. You are responsible for the delivery of the venue workplan and agreed key performance objectives.

You will lead, manage and support corporate and facility projects, working with people across Edinburgh Leisure to deliver these projects on time and on budget.

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 issues.

## **Communication & Representing The Organisation**

You are an ambassador and role model for the delivery of a great customer service. You represent Edinburgh Leisure throughout all your work. You will share messages in ways that are appropriate to the audience, ensuring that messages are clear and understood.

You are expected to lead, inspire and engage with staff. You will use a broad range of communication skills and approaches to engage your staff and colleagues in achieving your performance objectives, delivery of the annual workplans and the purpose, vision and values of Edinburgh Leisure. 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 that good working relationships are in place, ensuring that any issues are raised and dealt with effectively.

You will create and maintain relationships with a wide and diverse range of stakeholders including National Governing bodies, building tenants and the local community, to influence and persuade on issues that impact on customer operations.

<b>Safeguarding Our Customers</b>
<p>As the manager, you are responsible for ensuring your venue is safe and fit for purpose. You are responsible for implementing Edinburgh Leisure’s Health and Safety Policy at your venue and ensuring that established procedures and safe working practices are adhered to. You are responsible for creating an annual Health and Safety Plan for your venue and responding to health and safety concerns/issues when they arise.</p> <p>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.</p> <p>You will take an active role in developing Edinburgh Leisure’s safety procedures.</p>

<b>Problem Solving</b>
<p>You are expected to solve problems through thorough analysis of various sources of information. There will often be a number of options available and you will have to use professional judgement and expertise to resolve issues.</p> <p>There are occasions when your judgement will be based on a best fit of the available information and resources, and you will have to refer to your own knowledge, expertise and experience.</p> <p>You are expected to analyse a wide variety of management information to determine the actions that you and your team need to take to achieve and improve performance and the customer experience. You need to be able to quickly spot trends, develop business opportunities and address areas of underperformance to ensure performance objectives are achieved.</p>

<b>Impact On Organization</b>
<p>You are responsible for the delivery of services by your venue, meeting the key performance objectives and achievement of the annual workplan. EICA is a large facility for Edinburgh Leisure and a small performance change either positive or negative can have a large organisational impact.</p> <p>You must ensure that EICA is successful by continually looking for ways to improve performance and service delivery to support Edinburgh Leisure’s overall objectives.</p>

<b>JOB DEMANDS</b>	
<b>Physical</b>	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. Parts of the building can be cold.
<b>Mental</b>	This role requires drive and commitment, leadership, alertness and analytical skills. You are expected to plan ahead, to ensure the success of EICA which is a complex venue with multiple operational areas. This post requires the ability to manage several tasks at the same time involving concentration and attention to detail (e.g. refurbishment projects). There will be some unplanned work and, at

	times, you will need to respond to unforeseen situations and issues and reprioritise accordingly.
<b>Emotional</b>	This post can involve dealing with difficult emotional situations such as a serious accident or incident involving staff and/or customers. You will have to resolve issues requiring a professional, positive and resilient perspective to be maintained at all times. 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 e.g. conflict resolution, performance management and decisions that result in disciplinary action or redundancy.
<b>Environmental</b>	The role will be office based, with an expectation to be visible within the centre during its range of opening hours. There will be some travel to other EL locations.

## PERSON SPECIFICATION

Factor	Essential	Desirable
<b>Qualifications and Attainments:</b>	Demonstrated Continuing Professional Development in operations management, this can be through formal training, qualifications or appropriate experience.	Qualification in sport and leisure or adventure activity management  IOSH Managing Safely
<b>Knowledge and Experience:</b>	<p>Experience of working in the sport and leisure operations environment or equivalent.</p> <p>Experience of effectively leading and managing a large multi-discipline team.</p> <p>Knowledge, understanding and evidence of successfully delivering customer service, venue operations and health &amp; safety</p> <p>Knowledge of climbing and/or bouldering</p> <p>Experience of delivering successful outcomes through effective leadership of a team</p> <p>A proven track record of managing budgets, meeting targets and developing a service</p> <p>Experience of building good working relationships, internally and externally.</p>	<p>Evidence of managing a large centre within a sport and leisure environment</p> <p>Experience of working with National Governing Bodies, sports clubs and community groups</p> <p>Experience of the adventure activity sector</p> <p>Experience of the hospitality sector</p> <p>Experience of running international events</p> <p>Evidence of working with tenants or similar</p>

	<p>Must know and be able to use a wide variety of communication tools and techniques.</p> <p>Significant experience of managing within a customer service operation</p> <p>Evidence of engaging with the local community and other stakeholders</p>	
<b>Additional Requirements (e.g. competencies):</b>	Please see the Essentials framework	

<b>DISCLOSURE/PVG REQUIREMENTS</b>					
<p>This post has been assessed to require a <u>PVG Scheme Record or Scheme Record Update</u> for the post holder, under the following justification:</p> <p>The duties of this post involve regulated work with children as defined in the Protection of Vulnerable Groups (Scotland) Act 2007 Schedule 2, Part 1 and Part 2 (4).</p> <p><i>Teaching, instructing, training or supervising children</i></p> <p>4 Teaching, instructing, training or supervising children (except teaching, instructing, or training children which is merely incidental to teaching, instructing, or training individuals who are not children).</p>					
Work	Work With	What Do / Service	Normal Duties	Exception 1	Exception 2
Yes	Children	Activities	Yes	Supervise, Teach, Instruct	Not incidental

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

**Signed .....**

**Date .....**