Senior Operations Manager (York Sport Centre)

Closing date: 5 February 2020
Interview date: 13 February 2020

Anticipated start date: 16 March 2020
Directors Introduction

As a member of the Commercial Services team, you will be a key contributor in supporting our section to provide essential income and to support the University’s key objectives. The services we provide underpin values that will enhance the ‘student experience’, whilst being profitable and sustainable.

We work in an all-inclusive environment where the word ‘team’ is part of our culture. We provide an excellent benefits package supporting market led terms and conditions of employment. We are committed to ‘Investors in People’ and this is demonstrated by providing an open door policy giving access to the Management Team from all levels of the organisation.

I wish you well with your application.

Jon Greenwood,
Director of Commercial Services

Mission and Values

At YCL our mission is to provide the highest standard of customer satisfaction, value for money and quality of product within a friendly and helpful environment.

Our values are:

**Trust** - We will place trust in you to do your job and do it well

**Respect** - We will respect you and expect you to respect your colleagues and customers

**Unique** - We are all unique and diverse and we embrace this

**Enjoy** - We strive to make work an enjoyable place, you should too!

York Sport

York Sport is an award winning department within York conferences Limited (YCL) responsible for the University of York’s sporting estate and for delivering University and community facing services in support of our mission to ‘inspire activity’.

In recent years the University has invested heavily in sport as it seeks to maximise impact for its student, staff and local community. With support of key stakeholders over £16m has been invested in the ongoing upgrading of facilities that include our £9m Sport Village, regional standard athletics stadium, sports arena, outdoor velodrome and closed road cycle circuit.

The work of our high quality team is wide reaching, challenging and rewarding and seeks to engage our student, staff and local community by providing high quality experiences and opportunity delivering impact to both our campus and to the city of York and region.
YCL

YCL is a wholly owned subsidiary company of the University of York. YCL was formed in 2012 with the overall aim to deliver a profitable service and provide essential income to the University.

There are a number of commercially focussed sections which make up YCL including, Catering, Campus Nursery, York Sport, Design and Print Solutions, York Conferences, Retail Services, York Science Park and support teams including, Human Resources, Central Administration and Marketing.

YCL is continuously looking for new ways to support the University. In 2017/18 we opened a new retail store and catering outlet for the use of students, staff, visitors and the general public.

YCL was awarded Investors in People Silver in 2014.

Benefits Package

- 38 days annual leave including 8 bank holidays (pro rata)
- Pension scheme
- Concessions rates at York Sport Village and Centre
- 10% off campus catering outlets and NISA supermarkets
- Discount scheme with local restaurants, retail and traders
- Salary sacrifice schemes including cycle to work, and campus nursery
- Discount scheme with national retailers and services
- Discounted personal postage rates

The University

Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2019 it is the home of more than 18,000 students. The University is one of the world's leading universities and a member of the prestigious Russell Group.

An Attractive Place to Work

Centred around the picturesque village of Heslington on the edge of the city of York, the campus offers a wealth of facilities, including bars, gyms and shops.

The University has undergone an unprecedented period of expansion and renewal. Since 2000 they have invested in 20 new buildings on the original campus and have completed the first and second phases of a £750m campus expansion.

During this period of change YCL has also grown to support the growth on campus. We have worked hard to retain our friendly, informal atmosphere and believe strongly that work should be an enjoyable place to be.
**Salary:** £34,090-£39,203 per annum (reduced pro-rata)

**Grade:** D1

**Hours of work:** 32

**Contract type:** Fixed (9 months)

**Reporting to:** Head of Sport

**Location:** University of York, Heslington, York, YO10 5DD

### Main purpose of this role

- To be responsible for the efficient, effective and economic operation York Sport Centre and its sport facilities at the University of York and when required to assist with the management for the York Sport Village and across York Sport.

- This role will be the managerial lead for the operations team and will assist in commercial delivery, setting customer service standards in conjunction with the Head of Sport, and oversee delivery of those standards on a day to day basis. The role will assist in safe delivery and programming of indoor and outdoor facilities (including artificial surface, athletic and boat house facilities) and for the effective management of all aspects of health and safety associated to all facilities.

- The Operations Manager will have responsibility for ensuring highest standards in leadership and management of staff, and maintaining financial and operational records.

### Key responsibilities and duties:

- To assist the Head of Sport in the provision of leadership to the operations team, building, developing and maintaining a strong team culture and alignment to organisational standards, aims and objectives.

- To motivate, support and develop operational staff and ensuring engagement at all levels with the service’s strategy and vision.

- To maximise opportunities in competitive and recreational sport and fitness at all times within University sports facilities.

- To monitor and oversee standards and to assist in the programming of all sport facilities to ensure facilities maximise commercial benefit throughout all times of opening.

- To manage operational staff; including recruitment and selection; performance management, training and development.

- To constantly evaluate, plan and organise staffing provision to ensure the most effective utilisation of the workforce in consultation with the Head of Sport.

- To ensure that appropriate training is identified and undertaken by all staff to enable them to remain suitably qualified within areas of responsibility.

- To undertake and assist with specific projects or areas of responsibility as agreed with the Head of Sport and to represent York Sport internally and externally to contribute to the development of York Sport.

- To demonstrate and ensure the highest standards and excellent customer service throughout all aspects of operational delivery.

- To contribute to plans, development and policies of York Sport and to keep up to date with developments within the HE and sport and recreational environments.

- To assist the Head of Sport to liaise with University and external colleagues (i.e. estates department, National Governing Bodies and City of York council) to maximise opportunities through partnership.

- To maximise resources, productivity and operational capabilities through the successful operation of a computerised management information system linking all York Sport facilities.

- When required to assist with ensuring the safe, efficient and effective management of York Sport Village by fully trained and qualified staff.
• To support the Head of Sport (and York Sport LLP) to obtain and maintaining Quality Accreditation standards for the service

• To ensure the implementation of University’s financial control procedures

• To create annual draft financial budgets for all areas within York Sport Village, Senior Operations manager responsibilities

• To assess ongoing performance of all areas within York Sport Village, Senior Operations manager responsibilities and to act accordingly to ensure the meeting of targets agreed with the Head of Sport

• To create and maintain positive working relations with internal departments and also external agencies in order to assist development of sports and recreation and to generate income for the University of York

• To produce, update and ensure compliance with Health & Safety requirements including the production of Risk Assessments, preparation of the Standard Operating Procedures and emergency action plans.

• To produce and implement performance systems and weekly health and safety and fire checks devised to too ensure efficient operation of all facilities by all staff.

• To liaise with operational, estates and cleaning service staff to ensure that all facilities are clean, maintained at all times and when required to instigate timely repairs efficiently & effectively

• To maintain and coordinate maintenance of all records associated with repair, servicing and training relating to York Sport Centre and University boat house facilities under operational management in order to maintain highest standards of operation and safety of all times.

• To report all accidents and incidents in accordance with University procedures

• To work within and ensure adherence to the University Equality & Diversity policies

• When required the post holder will be expected to work across all facilities including on the existing York Sport Village and at any other sports facilities developed subsequently.

• The post holder may be required to work across a 7 day period as duties require and to wear staff uniform when assisting as an acting operational (Duty Manager) capacity.

The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake other duties within the scope and grading of the post in response to business needs.
## CANDIDATE SPECIFICATION

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<td><strong>QUALIFICATIONS</strong></td>
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<td>• Degree in Leisure Management or equivalent</td>
<td>• Membership of a relevant professional body e.g. IMSPA, FIA, SAPCA</td>
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<td>• Industry relevant qualifications</td>
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<td>• RSA Lifeguard or equivalent</td>
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<td>• First aid at work</td>
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<td><strong>KNOWLEDGE</strong></td>
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<td>• Knowledge of current policy and procedures relating to Health and Safety in sports facilities</td>
<td>• Has specialist knowledge of quality accreditation programmes e.g. QUEST, Customer first</td>
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<td>• Awareness of the current market trends in sport and recreation</td>
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<td><strong>SKILLS / ABILITIES / COMPETENCIES</strong></td>
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<td>• Ability to effectively lead and motivate a team</td>
<td>• Ability to use relevant IT packages.</td>
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<td>• Good planning &amp; organisational skills with the ability to prioritise tasks according to importance.</td>
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<td>• Excellent communication skills when dealing with customers, colleagues and stakeholders.</td>
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<td>• Effective IT literacy skills with the ability to use relevant IT packages (word, excel, email)</td>
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<td>• Evidence of the ability to develop and maintain effective records and reports and to monitor and evaluate projects</td>
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## CANDIDATE SPECIFICATION

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<td>- Significant experience of operating in a large sports facility including indoor and outdoor grass and artificial sport facilities.</td>
<td>- Significant experience of operating in a large sport facility including wet (swimming pool/spa) and dry, indoor and outdoor sport facilities.</td>
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<td>- Significant experience within a sport centre facility role managing human, physical and financial resources.</td>
<td>- Experience of Sport in a University (Higher Education) environment or a commercial leisure environment</td>
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<td>- Demonstrable experience of successful business development within a leisure environment</td>
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<td>- Demonstrable experience of leading, motivating and managing multi functional staff teams.</td>
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<td>- Experience of successfully managing budgets in line with organisational procedures</td>
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<td>- Previous experience of managing health and safety systems within sports environment</td>
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<td>- Demonstrable experience of the development and successful implementation of staff training programmes</td>
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<td>- Experience of maximising capabilities of computerised leisure management systems</td>
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<td>- An enthusiasm for sport and physical activity</td>
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<td>- Ability to maintain a positive attitude in the face of unexpected and stressful situations</td>
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<td>- Evidence of good interpersonal skills, customer liaison ability and a willingness to be co-operative and flexible at all times.</td>
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<td>- Professional in appearance and behaviour with an ability to work under pressure and responsibly on own initiative as well as in a team</td>
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How to Apply

Online

- Go to https://jobs.york.ac.uk/ycl
- Find the vacancy using the reference 8406
- Complete the online application form

You will need to submit your application by midnight (GMT) of the closing date.

What will I need?

We will ask you for:

- Personal details
- Your employment history
- Relevant qualifications
- Contact details for two referees

You will need to show us how you meet the requirements of the job, either in a written statement and / or by answering questions.

YCL will only recruit individuals who have passed the school leavers age. For further information and confirmation of the school leavers age please visit the City of York Council website.

Applicants aged 18 and under will only be offered a maximum of 20 hours of work a week, and must provide evidence that they are in full or part time education/training, or undertaking work based learning such as an apprenticeship.

Help and assistance

Direct queries to ycl-hradmin@york.ac.uk
01904 328413 / 01904 328424