

## Job Description

<b>Job Title</b>	Operations Manager
<b>Directorate</b>	Neighbourhoods and Housing
<b>Service Area</b>	Sport and Recreation
<b>Grade</b>	10
<b>Competency Level</b>	2
<b>Salary</b>	£53,577 - £59,161
<b>Job Type</b>	Hybrid
<b>Location</b>	Various Sites Citywide
<b>Disclosure and barring service (DBS)</b>	Enhanced
<b>Job Evaluation Ref No</b>	A9354

### Job Purpose

The Lifestyles Operations Manager will oversee all staff and operations across the centres, ensuring optimal site performance against the budgets and targets.

Collaborating closely with the Business and Strategic Delivery Manager - Leisure, key responsibilities will include building and maintaining relationships with other Council departments and key external stakeholders, monitoring and managing site performance, ensuring service delivery against the highest levels of Health and

Safety and Customer Satisfaction, as well as implementing initiatives to drive revenue growth, and ensuring efficient business operations.

The post holder will also be responsible for leading and managing the wider operations team, ensuring appropriate staffing levels and professional development opportunities.

### **Directly Responsible For:**

Facility Managers

### **Directly Responsible To:**

Business and Strategic Delivery Manager - Leisure

### **Main Areas of Responsibility:**

- Oversee the management of staffing across the assigned centres
- Manage site performance including, but not limited to, budgets, targets, and outputs
- Work with the Commercial and Customer Experience Manager to identify and implement new market and revenue opportunities, including the exploration of any external funding bids
- Develop and maintain positive relationships with other City Council services and relevant external agencies and partners, such as Clinical Commissioning Groups, Sport England, UK Sport, and other national / international sports governing bodies with focus on identifying and realising strategies to increase user and membership bases and boost service income
- Prepare relevant reports, business plans and briefing notes to the Business and Strategic Delivery Manager, and senior management team as needed

- Work collaboratively with other teams, such as Physical Activity and Sports Development Team, Property Management teams and Health and Safety teams to optimise Council programmes
- Ensure service delivery alignment against other corporate and community strategies and objectives
- Lead and develop the operations team, championing equal opportunities and non-discriminatory practises in line with the Council's values
- Identify and develop opportunities for staff growth, business continuity, and succession planning, to ensure long-term stability and success
- Monitor and control expenditures, identify operational cost-saving opportunities and enhance the financial performance of each site
- Deputise for the Business and Strategic Delivery Manager and other Leisure Management team as needed

## **Supervision and Management Responsibility:**

- Ensuring activities are planned to include meaningful one-to-one conversations, quality annual appraisals and regular workforce planning and development
- Manages performance and behavioural issues effectively

## **Budget and Financial Responsibility:**

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact
- Monitor financial performance, deliver within budget, and seek savings and efficiencies by exploring opportunities to draw funding where appropriate
- Set, monitor, and remain within budget whilst challenging the team to deliver increased efficiencies

- Explore different options for funding and income generation

## **Social Value Responsibility:**

- Drive for social value through all activities, ensuring wider social, economic, and environmental benefits for the council, residents, and communities

## **Physical Demands of the Job:**

- This post is a combination of office work and field work. It will involve sitting for long periods of time and a requirement to travel to meet service needs

## **Corporate Responsibility:**

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

## Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at competency level 2.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

# Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

## Qualification and training

### Essential

- Extensive experience of working in a senior operational role, within a customer-focused business (A/I)
- Experience of management, development, and motivation of teams (A/I)
- Experience of financial performance management (A/I/T)

### Desirable

- Degree or equivalent level in a related discipline
- Experience of working within the leisure, customer service or hospitality industry

## Experience

### Essential

- Extensive experience and a demonstrable record of success in the monitoring development, and improvement of services (A/I)
- Experience and competence in leading, motivating and managing individuals and teams (A/I)
- Experience of performance management and KPI delivery (A/I)
- Experience of working with internal and external stakeholders, providers, and other organisations, to deliver cross service efficiencies (A/I)

- Experience of developing and submitting successful bids for external and partnership funding (A/I)

## Desirable

- Experience of working with Elected Members

## Skills/Abilities

### Essential

- Well-developed leadership, motivational and management skills (A/I)
- Well-developed budgeting and financial management skills (A/I)
- Well-developed negotiating skills (A/I)
- Ability to prioritise workloads and to meet deadlines (A/I)
- Ability to lead and drive change (A/I)

## Commitment

### Essential

- To promote and develop the City Council's commitment to equal opportunities (A)
- A commitment to continuous improvement and ongoing personal and staff development (A)
- A commitment to maintaining continuously high standards of customer care (A)

## Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

## Other

## Essential

- This post is subject to a Disclosure and Barring Service (DBS) check at the appropriate level
- Requirement to work outside standard hours; including, as required, during evenings and at weekends (A)
- Ability to commute to various centres (A)