

Assistant General Manager

Reporting to: General Manager, Assistant Head of Operations

Job purpose: We exist to improve the lives of others

The Assistant General Manager will support the General Manager to lead and oversee the running of their hub or hubs in Life Leisure. You will inspire and motivate your teams to deliver exceptional customer service whilst role modelling our **WATCH** principles. As the Assistant General Manager you will ensure that the operations within your hub are aligned with Life Leisure's Purpose and Mission. You will develop your teams to ensure that you have a sufficient workforce who effectively **promote** and **connect** with the customers and consistently deliver the services we **provide** to the community.

Hours: Full time – 37 hours per week, some weekend availability

Location: Life Leisure Cheadle and Avondale

Salary: £28,493 – £29,478

About you:

You are an ambitious person who strives for success, and you celebrate that success with your teams. Whilst you have strong drive, you recognise that in order for us to truly improve lives across the borough, we must work together as ONE team.

You do what you say you will do and you are always being yourself with your teams, General Manager and stakeholders. You care passionately about your communities, customers and colleagues and you take the time to check in on your own wellbeing as well as others.

Experience relevant to the role

Essential

- Experience in management level from a pool based Leisure centre
- Experience of working to deadlines and exceeding set targets
- Experience in the provision of community programmes and services
- Knowledge of generating new business and retaining existing members
- Experience of managing teams across multiple departments and varied job roles
- Experience of dealing with contractors and other external organisations

Desirable

- Experience of producing activity reports
- Experience of working with Legend and Course Pro systems
- Working knowledge of Quest and NPS

Education and qualifications

Essential

- A current/ previous National Pool Lifeguard Qualification
- Pool Plant Certificate

Desirable

- First Aid trained / qualification
- Health and Safety qualification or relevant experience
- Good general standard of education to minimum A level or equivalent in Maths and English
- IOSH – Health & Safety

Abilities, Skills and Knowledge

- Ability to lead, inspire and motivate teams and customers
- Excellent communication skills
- Customer focused
- Forward thinking
- Ability to use initiative on decision making
- Able to have challenging conversations with both customers and team members
- Possess a natural desire to serve the community
- Problem solving
- Knowledge of Health and Safety at work Act.

Job duties:

Operation Management

- To contribute to the satisfactory completion of Life Leisure's Key Performance Indicators, supporting the General Manager with deadlines and proposing ways in which to meet them.
- To respond to customer complaints aligned to Life Leisure's' complaints procedure.

- Have some availability to attend the Managers meeting on a weekly basis to assist the General Manager on updates on your key business areas and contribute to the wider business with ideas, solutions and suggestions.

Facility

- To assist the General Manager ensure that the building is Health & Safety compliant at all times.
- To ensure high levels of customer service at all times, this will be monitored using the NPS framework
- To regularly check cleaning schedules to ensure that all duties are undertaken.
- To undertake regular 'Duty Management' shifts, according to the needs of the business to keep up to date with all systems and procedures in place and being introduced.
- To regularly meet with Duty Managers to discuss the centre and carry out formal 1-2-1s and appraisals on a regular basis.
- To ensure that all facilities are efficiently and safely manned and to cover the duties of other team members when necessary.
- To comply with all statutory Health and Safety legislation and to be aware of Health and Safety within the centres.

Security & Maintenance of Building/Equipment

- To assist the General Manager to oversee all equipment in current use is in safe working order and that any repairs are actioned promptly.
- To liaise frequently with the Duty Managers to ensure that the internal and external fabric of the centre is safe and in presentable condition by ensuring repairs and maintenance are actioned promptly.

Management of Pool & Plant

- To assist the General Manager to ensure that all team members with responsibility for customer safety are in possession of and understand HSG179 – Health & Safety in Swimming Pools.
- To be fully aware of all regulations with regards to bather loads, law and recommendations in terms of swimming pool usage and management.
- To ensure that the relevant teams have received the necessary regular training required for them to undertake their duties and that no qualifications expire
- To assist the General Manager to ensure the operation of the pool heating and filtration plant, maintaining conditions at specified levels
- To have the knowledge to rectify pool plant issues to ensure the pool remains open at all times.
- Community engagement: to improve the offering and service that we provide, ensuring it meets the needs of the whole community

People Management

- To inspire and motivate all teams at the hubs and to role model and promote a culture aligned to our WATCH principles.
- Carry out regular 1-2-1s and reviews with duty managers and ensure that is reflected for each department
- To assist the General Manager ensure all staff are given equal opportunities in terms of progression and training opportunities to maintain the quality of service delivery to customers.
- To assist the General Manager to maintain accurate employee records ensuring that all training, absence and performance management is recorded and that necessary qualifications are obtained and kept current.
- To carry out regular meetings with Duty Managers
- Responsible for Rotageek, to assist the General Manager to ensure that there are safe working rotas in place at all times.
- To build strong working relationships with peers and stakeholders across Life Leisure

Commercial

Financial Management

- To assist the General Manager to ensure that no irregularities arise within the centres and that no monies are not accounted for.
- To achieve monthly membership sales and retention targets.
- To actively produce sales leads and promote membership.
- Facilities rentals: To assist the General Manager to manage the onsite programmes to best utilise space across the hub.

Additional information

- The responsibilities set out in this document, in the advert and any additional information are intended to provide a flavour of the work you will carry out. It is not possible to include everything you will be asked to undertake, and we expect all colleagues to work flexibly according to business needs and to enhance your own development. Your skills, abilities and training needs will be taken into account and discussed with you when any significant changes to your role are needed.