

## Operations Manager

### Job Profile

<b>Service:</b> Operations and Estates	<b>Grade Scale:</b> Grade 3 Level 8
<b>Reports to:</b> Area Manager	

#### Purpose of Job

To support and develop Operations Officers on an area wide basis in the day-to-day operation of the facilities, ensuring effective implementation of SLLC's strategy through the management of resources to provide a quality, consistent service to customers.

#### Key tasks and responsibilities

- Manage and promote a quality customer service environment and culture.
- Contribute to the organisation's strategic direction.
- Manage budget, controlling expenditure and maximising income.
- Analyse, interpret and present statistical data.
- To support and develop Operations Officers on an area wide basis in facility programming.
- Manage area in line with Health and Safety legislation and best practice.

#### Person Specification

CRITERIA	ESSENTIAL	DESIRABLE
<b>Education, Qualification and Training</b>	<ul style="list-style-type: none"> <li>• Educated to degree level or equivalent in a relevant discipline <u>or</u> at least 5 years' experience of working with a diverse range of colleagues within a large and complex organisation.</li> <li>• Health &amp; Safety Qualification, IOSH or equivalent.</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of continuing relevant professional development</li> </ul>
<b>Skills, knowledge, experience</b>	<ul style="list-style-type: none"> <li>• Proven successful management experience within a Leisure and Culture environment.</li> <li>• Relevant operational management experience delivering within a customer facing environment.</li> <li>• Presentation, leadership and communication skills, resource and project management.</li> <li>• Experience of business planning, generating ideas and developing programmes.</li> <li>• Experience of operating large multi-site facilities and budget control.</li> <li>• Knowledge and understanding of relevant policies/codes of practice/legislation.</li> </ul>	

<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Passion to deliver services that improves the community's well-being and achieve healthier, happier, more connected lives.</li> <li>• Maintain a high degree of positive interaction with partners and teams of staff.</li> <li>• Capacity to adapt quickly to changing priorities.</li> <li>• Flexible approach to work including evening and weekend work where required.</li> <li>• Ability to deal with complaints in a professional manner.</li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>• Be Positive "can do" attitude and willingness to support others where needed.</li> <li>• Ability to multi-task and work in a focused and fast-paced environment, delivering the values of our organisation.</li> </ul>	
<b>Working Hours</b>  Flexible 35 hours per week (including early mornings, evenings and weekends).		

<b>Safer Recruitment Checks</b>
As part of our approach to good practice and safer recruitment we carry out a number of pre-employment checks.
<ul style="list-style-type: none"> <li>• Asylum and Immigration right to work in the UK</li> </ul>
<ul style="list-style-type: none"> <li>• Reference check: external candidates require 2 references, one of which must be your from present or most recent employer: Internal candidates require 1 reference from current line manager.</li> </ul>
<ul style="list-style-type: none"> <li>• Candidate Disclosure Check, where applicable</li> </ul>

<b>Behaviour Framework</b>
South Lanarkshire Leisure and Culture Behaviour Framework is a set of core behaviours that define how employees approach work to enable them the delivery of key tasks for the role.
<b>Own It- What can you do</b>
<ul style="list-style-type: none"> <li>• Give your team direction and clear objectives to achieve</li> <li>• manage your team coaching and supporting as necessary</li> <li>• Motivate your team to deliver the best service possible</li> <li>• You conduct appraisals and ensure learning opportunities are in place for all staff</li> <li>• take ownership of decisions and consider the wider implications for the team and the organisation</li> <li>• Ensure that responsibility and accountability is in place for your team and each team members knows their role</li> </ul>

<b>Be a great team- What can you do</b>
<ul style="list-style-type: none"> <li>• Promotes a positive team environment with good morale</li> <li>• Works with other teams and colleagues internally and externally, developing relationships and sharing knowledge, ideas, and expertise to achieve outcomes</li> <li>• Provide objective and constructive advice and support if tensions arise</li> <li>• Shares knowledge with internal and external colleagues to achieve common objectives</li> <li>• Giving praise and recognition for good work</li> <li>• Use professional identity and expert knowledge to work across disciplines breaking down professional barriers to improve outcomes for individuals and communities</li> <li>• Encourages colleagues to consider different perspectives in their work</li> <li>• Adapts communication to encourage desired behaviour</li> </ul>
<b>Do the right thing- What can you do</b>
<ul style="list-style-type: none"> <li>• Understands what needs to be achieved and ensures that this is communicated to team members</li> <li>• Expresses positive expectations of others to support their development</li> <li>• Recognise individual and team achievements thanking and praising others</li> <li>• Maintain a positive approach and motivate team when things go wrong, or demands are high</li> <li>• You identify talent and provide opportunities for those individuals who wish to progress or learn new skills</li> <li>• Takes responsibility for personal and team development needs taking account of learning styles and available learning/training methods of delivery</li> <li>• Uses professional judgement/expert knowledge to make informed decisions</li> </ul>
<b>Be positive- What can you do</b>
<ul style="list-style-type: none"> <li>• promote and drive continuous improvement by asking 'How could we do this better?'</li> <li>• Work with customers in tailoring services to meet their expectations.</li> <li>• Focus on developing customer care standards across the organisation</li> <li>• Put the customer first in all that you do</li> <li>• Develop your team to deliver a high-quality service and give constructive feedback as necessary</li> <li>• Take responsibility for team performance and pride in successful outcomes</li> </ul>