

## Operations Officer Job Profile

<b>Service:</b> Operations & Estates	<b>Grade Scale:</b> Grade 3 Level 2
<b>Reports to:</b> Operations Manager	

Purpose of Job
To manage the day-to-day operation of the facility ensuring effective implementation of SLLC's Leisure Strategy through the management of resources to provide a consistent, quality service to customers.

Key tasks and responsibilities
<ul style="list-style-type: none"> <li>• Manage Health and Safety legislation and best practice</li> <li>• Responsible for ensuring staff are effectively managed, developed and reviewed to effectively deliver the operation of facilities.</li> <li>• Programme activities and events</li> <li>• Manage local budgets, control expenditure, and maximise income</li> <li>• Manage the quality of Customer Service</li> <li>• Duty Management</li> <li>• Manage ad hoc projects and participate in SLLC working groups</li> </ul>

Person Specification		
CRITERIA	ESSENTIAL	DESIRABLE
<b>Education, Qualification and Training</b>	<p>Current First Aid Certificate.</p> <p>Industry experience in a leisure compliance environment.</p>	<p>Educated to degree level or equivalent in a relevant discipline or equivalent relevant experience and strong customer focus.</p> <p>Experience of working with a diverse range of colleagues within a large and complex organisation.</p> <p>Experience of reporting to senior management.</p>
<b>Skills, knowledge, experience</b>	<p>Health and safety management in a front facing customer environment.</p> <p>Experience of facility operation and staff supervision.</p>	

CRITERIA	ESSENTIAL	DESIRABLE
	<p>Demonstrate a track record of exemplary compliance in relevant areas.</p> <p>Ability to present information, verbally and in writing, in a clear and concise manner, with excellent attention to detail.</p> <p>Demonstrable track record of success in a corporate environment, ideally across a range of relevant activities, delivering within a customer-facing environment.</p> <p>Strong interpersonal and motivational skills; an ability to clearly convey complex ideas, working collaboratively across a range of services and teams.</p>	
<b>Personal Qualities</b>	<p>Supportive team player</p> <p>Positive attitude</p> <p>Enthusiastic</p> <p>Motivated</p> <p>Lead by example</p>	
<b>Other</b>	<p>Show a Positive “can do” attitude and willingness to support others where needed.</p> <p>Ability to multi-task and work in a focused and fast-paced environment.</p>	

Safer Recruitment Checks
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 from your current 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>• Provides objective and constructive advice and support if tensions arise.</li> <li>• Shares knowledge with internal and external colleagues to achieve common objectives.</li> <li>• Gives praise and recognition for good work.</li> <li>• Uses 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>• Recognises individual and team achievements thanking and praising others.</li> <li>• Maintains a positive approach and motivates 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, 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>	