



SOUTH LANARKSHIRE
Leisure & Culture

Operations Officer Job Profile

Service: Operations & Estates	Grade Scale: Grade 3 Level 2
Reports to: 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"> • Manage Health and Safety legislation and best practice • Responsible for ensuring staff are effectively managed, developed and reviewed to effectively deliver the operation of facilities. • Programme activities and events • Manage local budgets, control expenditure, and maximise income • Manage the quality of Customer Service • Duty Management • Manage ad hoc projects and participate in SLLC working groups

Person Specification		
CRITERIA	ESSENTIAL	DESIRABLE
Education, Qualification and Training	Current First Aid Certificate. Industry experience in a leisure compliance environment.	Educated to degree level or equivalent in a relevant discipline or equivalent relevant experience and strong customer focus. Experience of working with a diverse range of colleagues within a large and complex organisation. Experience of reporting to senior management.
Skills, knowledge, experience	Health and safety management in a front facing customer environment. Experience of facility operation and staff supervision within an ice rink environment.	Experience of training, coaching and developing ice - hockey and/or figure skating programmes Experience working with ice plant and associated equipment.

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>	
Personal Qualities	<p>Supportive team player</p> <p>Positive attitude</p> <p>Enthusiastic</p> <p>Motivated</p> <p>Lead by example</p>	
Other	<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
<p>As part of our approach to good practice and safer recruitment we carry out a number of pre-employment checks.</p>
<ul style="list-style-type: none"> • Asylum and Immigration right to work in the UK
<ul style="list-style-type: none"> • 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.
<ul style="list-style-type: none"> • Candidate Disclosure Check, where applicable

Behaviour Framework

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.

Own It- What can you do

- Give your team direction and clear objectives to achieve.
- Manage your team coaching and supporting as necessary.
- Motivate your team to deliver the best service possible.
- You conduct appraisals and ensure learning opportunities are in place for all staff.
- Take ownership of decisions and consider the wider implications for the team and the organisation.
- Ensure that responsibility and accountability is in place for your team and each team members knows their role.

Be a great team- What can you do

- Promotes a positive team environment with good morale.
- Works with other teams and colleagues internally and externally, developing relationships and sharing knowledge, ideas, and expertise to achieve outcomes.
- Provides objective and constructive advice and support if tensions arise.
- Shares knowledge with internal and external colleagues to achieve common objectives.
- Gives praise and recognition for good work.
- Uses professional identity and expert knowledge to work across disciplines breaking down professional barriers to improve outcomes for individuals and communities.
- Encourages colleagues to consider different perspectives in their work.
- Adapts communication to encourage desired behaviour.

Do the right thing- What can you do

- Understands what needs to be achieved and ensures that this is communicated to team members.
- Expresses positive expectations of others to support their development.
- Recognises individual and team achievements thanking and praising others.
- Maintains a positive approach and motivates team when things go wrong, or demands are high.
- You identify talent and provide opportunities for those individuals who wish to progress or learn new skills.
- Takes responsibility for personal and team development needs taking account of learning styles and available learning/training methods of delivery.
- Uses professional judgement/expert knowledge to make informed decisions.

Be positive- What can you do

- Promote and drive continuous improvement by asking 'How could we do this better?'
- Work with customers, tailoring services to meet their expectations.
- Focus on developing customer care standards across the organisation.
- Put the customer first in all that you do.
- Develop your team to deliver a high-quality service and give constructive feedback as necessary.
- Take responsibility for team performance and pride in successful outcomes.