

Role Title	General Manager – Marple Community Hub
Accountable to	Assistant Head of Operations
Responsible for	Duty Managers, Fitness Managers, Fitness Coaches, Receptionists, Lifeguards,
Key Stakeholders	<p>Internal: General Managers, Customer Success Manager, Asset Manager, Systems Manager, Marketing & Communications Manager, Finance Manager, Fitness & Group Exercise Operations Manager</p> <p>External: SMBC Library Services, NHS, Police, Family Hub network, Sport England, GM Moving</p>
Our Purpose	We exist to improve the lives of others
Mission	To develop a healthier and more active community
Role Purpose	<p>The General Manager at Marple Community Hub will lead and oversee all aspects of delivering active well-being to the local community. You will realise the commercial potential through effective leadership that delivers outstanding financial results and customer experience and will ensure that the operations within your hub are aligned with Life Leisure’s Purpose and Mission.</p> <p>Working at neighborhood level to understand the needs of the community, you will lead the development and delivery of a range of community and health interventions to improve population health and address health inequality. 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.</p>

Hours	37 hours per week – 5 days per week
Location	Hub
Salary	£38,372

Personal Qualities	<ul style="list-style-type: none"> • 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 • An analytical ability to translate information into practical plans and meet deadlines • A strong understanding of Place Based work and Sport England’s Uniting the Movement Strategy • Possess a natural desire to serve the community • Problem solving skills
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Relevant Experience	
Essential	<ul style="list-style-type: none"> • Experience at a management level within the leisure sector • Have held and been accountable for their full profit and loss in previous employment • Experience of working to deadlines and exceeding set targets • Experience in the provision of community programmes and services • Experience of generating new business and retaining existing customers • Experience of leading a large team across multiple disciplines and varied job roles • Experience of dealing with contractors and other external organisations • Experience of building and maintaining relationships at local and regional level • Experience of evaluating programmes and reporting to key stakeholders • Quality Assurance
Desirable	<ul style="list-style-type: none"> • Experience of working with Leisure Management systems • Working knowledge of Quest and NPS • Experience of working in a co-located service environment • Experience of private sector and local government Leisure industries • Understanding of food and beverage operations
Skills and qualifications	
Essential	<ul style="list-style-type: none"> • Professional Management Qualification or relevant experience • Knowledge of Health and Safety at work Act. • Pool Plant Certificate • First Aid qualification
Desirable	<ul style="list-style-type: none"> • A current / previous National Pool Lifeguard 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

Key Objectives	
KO 1	To achieve the commercial objectives of the hub
KO 2	To ensure all operational standards are achieved in accordance with the Quality Management System to deliver an outstanding customer experience

KO 3	To ensure our people are inspired to deliver outstanding financial and operational performance
KO 4	To ensure that all Health & Safety standards are achieved and the hub remain compliant at all times
KO 5	To ensure that the hub is an integral part of the community and that our programmes are aligned with local partners including SMBC and the NHS

Key Objective 1: Commercial Performance

- Achieve the financial objectives of the hub(s) through the effective management, leadership and coaching of your team
- Ensure effective monitoring & analysis of key performance indicators to enable appropriate interventions consistent with achieving financial objectives
- Continually assess and evaluate competitor activity and community opportunity to enable the appropriate responses to ensure market advantage
- Work collaboratively and with the guidance and direction provided by support managers to optimise the commercial results achieved at hub
- Embrace new initiatives to maximise opportunity and deliver outstanding results
- Identify and exploit opportunities to expand the commercial and strategic activities at the hub
- Maximise the take up of membership subscriptions and promote the concept of 'everyone a member'
- Ensure the hub puts in place the necessary intervention activity to ensure that sales volume, member retention and yield objectives are achieved across Health & Wellbeing, Aquatics and Sport & Recreation products
- Ensure that the hub delivers its membership volume and revenue objectives
- Ensure that marketing activity is executed that creates awareness and enables enquiries to prosper

Key Objective 2: Operational Performance

- Achieve the operational objectives of the business through the effective management and leadership of your team
- Utilise customer feedback to enable appropriate interventions consistent with achieving the operational objectives and outstanding customer experience
- Monitor operational Key Performance Indicators to assess performance & ensure appropriate interventions
- Ensure quality management systems are fully implemented to ensure delivery of outstanding customer and colleague satisfaction
- Create a hub that is friendly, welcoming and supportive of all users and ensure that an outstanding customer experience is delivered
- Empower your colleagues to make outstanding service decisions for customers in both face to face and digital environments
- Work collaboratively and with the guidance and direction provided by support managers to optimise the operational quality achieved at hub
- Support & promote the health, safety & welfare of colleagues & customers
- Community engagement: to improve the offering and service that is provided, ensuring it meets the needs of the whole community

Key Objective 3: People Leadership and Development

- Effectively communicate vision, purpose and direction along with financial and operational objectives to the hub team
- To inspire and motivate all teams at the hubs and to role model and promote a culture aligned to our WATCH principles
- Create an environment whereby Duty Manager's fulfil their accountabilities in a self-sufficient and determined manner
- Coach and mentor team members so that they can work independently and develop skills to enable their careers to progress
- Ensure all direct reports have a regular 1-2-1 to review their key objectives and are managed according to its outcomes
- Ensure all direct reports receive a Personal Development review that is reviewed at least annually to ensure they are developed to realise their potential
- Ensure all staff: -
 - Embrace the company's vision, principles and beliefs
 - Understand the expectations of their roles
 - Can realise their potential
 - Deliver an outstanding customer experience

Key Objective 4: Health & Safety Compliance

- Ensure that the hub implements the processes and protocols defined by the Health & Safety management system
- The hub should remain Health & Safety compliant at all times
- Work alongside the other service managers to ensure they are aware of our Health & Safety management system and processes
- Ensure that the hub maintains all the necessary records determined by the Health & Safety management system
- Ensure that all safety checks and risk assessments are up to date and recorded
- Ensure that all accidents and near misses are recorded and relevant information stored securely
- To ensure that all team members with responsibility for customer safety are in possession of and understand HSG179 – Health & Safety in Swimming Pools

Key Objective 5: Community Programming

- Ensure that the hub establishes strong relationships with the library service and NHS who are both based within the building
- Work alongside the Active Communities team to facilitate activities within Marple Memorial Park
- Produce annual reports on participation and engagement at the hub and across the whole of Marple. These reports will be submitted to SMBC and Sport England
- Ensure that the hub's timetable complements each of the services based from the building and that our interventions improve population health
- Establish relationships with a wide range of community organisations who should use the hub as a base for their activities
- Delivery of the Family Hub model

- The hub is an integral part of the delivery of “Live Well”

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.