

Operations Manager

Brentwood School is one of the UK's leading independent co-educational day and boarding schools for boys and girls. We are seeking an Operations Manager to ensure that the Sports Centre and associated areas operate to the statutory standards of operational safety, staffing, cleanliness and maintenance.

Our sports facilities include a 25m swimming pool with a separate learner pool, 2 fitness suites, 2 aerobics studios, a 7 badminton court sports hall, 4 squash courts, a functional training gym, 2 AstroTurf pitches and a 6 lane athletics track.

This is an exciting time of change for the Centre, which will soon be investing in redevelopment within the facility. We are seeking a proactive and dynamic manager with a 'can-do' attitude, who will adapt to our expanding provisions and deliver consistently high standards for our customers and pupils.

Key responsibilities and accountabilities

Health, Safety & Risk Management

- Maintaining strict standards of safety, safeguarding, and emergency procedures throughout the Sports Centre.
- Drafting and updating risk assessments, SOPs and undertaking routine safety inspections of the site.

Operations and Facility Management

- Ensure facilities are clean, safe, and well-maintained, referring remedial items to colleagues or designated contractors and monitoring ongoing completion of works.
- Overseeing monthly shift rotas that ensure appropriate and cost-effective staffing levels during all opening hours.
- Leading the selection, induction, supervision and ongoing training of pool personnel, overseeing delivery of ongoing RLSS lifeguard training, and tracking statutory certificates for all staff.
- Preparation and maintenance of monitoring procedures for the purposes of management information and budgetary control.
- Provision of Duty Manager cover, First Aid treatment and emergency response to pupils, customers and staff.

Customer Experience & Community Engagement

- Support membership growth, retention, and customer satisfaction
- Responding to customer feedback, complaints, and incident reports promptly and professionally.

Qualifications and experience

Strong leadership, organisational and communication skills are essential for this role: the successful candidate will have at least three years' industry experience, including two in a supervisory capacity, with a proven ability to lead, motivate and develop staff.

You will demonstrate a strong knowledge of Health and Safety practices within a sports and leisure setting, including the production of risk assessments and safe working practices for colleagues at all levels. For this reason, a NEBOSH or IOSH qualification would be a strong advantage for any applicant.

The ideal candidate would hold an NPLQ Trainer Assessor qualification but practical experience of lifeguarding and working within a swimming pool environment is essential, with a Pool Plant Operators Certificate being a desirable addition.

Experience in staff training, budgeting and financial management is required, as is strong computing literacy – proficiency is expected in Microsoft Word and Excel, with knowledge of Gladstone 360 and Google Workspace being a particular advantage for this position.

A customer-focused approach, calm demeanour and high level problem-solving skills are needed for this diverse role, whilst flexibility to work unsociable hours, and commitment to integrity and confidentiality are essential for this school-based post.

Applications should be made by completing our [BSE Staff Application Form](#) and emailing your application to our sportscentre@brentwood.essex.sch.uk email address.

Brentwood School is committed to safeguarding and promoting the welfare of children, and applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the disclosure and barring service.