

Operations Manager

Brentwood School Enterprises

Job Purpose

To ensure that the Sports Centre and associated areas operate to the statutory standards of operational safety, staffing, cleanliness and effective maintenance.

40 hours per week (to include a daily 1/2 hour lunch break).

The work will take place within a rotating pattern of shifts that shall routinely fall within the following hours;

Hours

5.30 am to 10.30 pm Monday – Friday

9.30 am to 8.30 pm on Saturdays

8.30 am to 6.30 pm on Sundays

These shifts, and the scheduling of the lunch breaks, are subject to change according to the needs of the business.

Report to

Commercial Manager, Brentwood School Enterprises

Contacts

Commercial Manager, BSE Management Team, Operational team including Receptionists, Lifeguards and Class Instructors

Department

Brentwood School Enterprises

Key Responsibilities & Accountabilities

Health, Safety & Risk Management

- Maintaining strict standards of safety, safeguarding, and emergency procedures throughout Sports Centre, with particular regard to the appropriate and required legislation.
- Conduct regular risk assessments and safety inspections, maintaining accurate records for accidents, incidents, and compliance checks.
- Ensure compliance with organisational policies, licensing, and industry standards.

Operations and Facility Management

- Ensure facilities are clean, safe, well-maintained, referring any remedial items to BSE staff / designated contractors, the Brentwood School maintenance team or the Commercial Manager of Brentwood School Enterprises as required
- Lead the scheduling of staff rotas to ensure adequate coverage across all operational areas.
- Assistance in the selection, induction, supervision and ongoing training of pool personnel, including monitoring delivery of ongoing lifeguard training to RLSS standards.
- Preparation and maintenance of monitoring procedures for the purposes of management information and budgetary control.
- Provision of Duty Manager cover and First Aid treatment to staff and visitors.
- Reconciliation of till monies and daily Z reading information as directed following company procedure with regard to the security of money management.

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Customer Experience & Community Engagement

- Support membership growth, retention, and customer satisfaction through excellent service and engagement initiatives.
- Respond to customer feedback, complaints, and incident reports promptly and professionally.
- Liaison with the Administrative Assistant regarding administration of activities, courses and bookings, to ensure effective and accurate procedures and systems.

General

- Promotion of the general interests of the Sports Centre by establishing and/or maintaining links with Brentwood School, other local agencies, sporting groups, clients and facilities.
- Any other additional duties as specified by the Commercial Manager of Brentwood School Enterprises that may be reasonably necessary to meet the needs of the Employer's business.
- Any other additional jobs, including those of a higher or lower grade according

Personal Specification

The successful candidate will possess

- A minimum of 3 years relevant industry experience of which at least 2 years must be in a management / supervisory role
- A proven track record of successfully leading and managing a team with the ability to engage, motivate and develop staff
- An understanding and operational experience of Health and Safety management.
- The ability to devise robust Risk Assessments, method statements and working practices that maximise the safety of staff, pupils and customers within the facility.
- A proven ability to select, induct, supervise and train pool personnel. To this end, an NPLQ Trainer Assessor qualification would be an advantage for the post.
- Strong leadership and people management skills.
- Excellent organisational and multitasking ability.
- Customer-focused mindset with strong verbal and written communication skills.
- Experience of effectively preparing budgets and managing performance against set financial targets
- The ability to remain calm, composed and flexible within a busy and demanding environment, finding solutions to problems that might arise on a daily basis
- Computer-literacy in Microsoft Word and Excel packages is essential. Experience of Gladstone MRM2 leisure software and Google Workspace software is desirable for the post.
- Willingness to work unsociable hours and to wear a uniform as part of the Centre's branding and professional image (Uniform will be provided)
- High standards of integrity and confidentiality, to be maintained at all times

Safeguarding

To be committed to the safeguarding and promotion of the welfare of young people. To demonstrate this commitment in every aspect of this post. To adhere to, and ensure compliance with, the Centre's Child Protection Policy Statement at all times. You are required to report any safeguarding or child protection concerns to the School's Designated Safeguarding Lead.

For further information, please visit :- <https://www.brentwoodschool.co.uk/sports-centre/vacancies/>

Or telephone (01277) 243344 and ask to speak to Paul Morgan, the Commercial Manager.

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