

Index	303/TM/CLO
Post Title	SnowSports Technical Manager
Division	Community Leisure Operations
Section	Operational Facilities
Location	Citywide

Responsible to	Operations Managers
Responsible for	Any Immediate Reports

Job Purpose

- 1 To provide supervision and support to staff and users.
- 2 To assist the Operations Manager in the efficient and safe operation of the facilities.
- 3 Management of the maintenance program and cleaning of the facility, equipment, plant, outside areas and general resources in accordance with best and safe practice.
- 4 Assist and support the daily activity program through any reasonable means e.g. dealing with and supporting customers, the issue and return of equipment, slope supervision, equipment set-up, etc.

General Responsibilities

- 5 Ensure the effective management and utilisation of the financial resources, in line with the Company's financial regulations and the key funding partners' accounting processes. Ensure that budgets are adhered to and that Best Value is achieved through suitable financial monitoring procedures.
- 6 Be aware of and committed to the equal opportunities' principles and practices of the company.
- 7 Employees are responsible for the implementation of the Health and Safety Policy in so far as it affects them, their colleagues and others who may be affected by their work. The post holder is also expected to monitor the effectiveness of the health and safety arrangements to ensure these are implemented and developed as necessary.
- 8 Effectively recruit, deploy and manage any nominated staff, full or part-time and volunteers, providing appropriate induction and training to enable the team to deliver the various initiatives promoted by Sport Aberdeen and/or key partners.
- 9 Ensure the effective management of the venue in-line with our operating procedures and systems and where required, ensure that any issues or concerns are promptly raised with the Operations Manager or where necessary any other relevant colleague.
- 10 Proactively contribute to the continual improvement of the venue, including but not limited to the standard of presentation, financial performance and the overall customer service offered.

Operational Responsibilities

- 11 To be responsible for the security of the facility, including being a key holder who opens and secures the premises when required, responding to callouts and alarm activations and resetting of associated alarms as necessary.
- 12 To understand and work within our normal operating procedures, emergency action plans, health and safety systems, COSHH and Risk Assessment guidelines and updating these as required.

- 13 To maintain relevant qualifications and attend regular training sessions required to carry out your duties and/or to undertake further qualifications which contribute to the effective business performance and continuous improvement of the centers.
- 14 To support in ensuring that appropriate cover is in place to run the facility, supporting the Operations Manager to ensure continuity of services as and where required.
- 15 To maintain the highest levels of customer care in compliance with Sport Aberdeen's customer standards, membership journey and company values, with particular emphasis on courtesy, friendliness and honesty.
- 16 Ensure all equipment and plant in daily use is serviced and maintained in a systematic, safe and efficient manner in accordance with the Standard Operational Procedures and Manufacturers Guidance for checks and maintenance on all appropriate resources e.g. outdoor equipment, ski lifts, skis & snowboards etc. Ensure WAM and/or other service/maintenance records are maintained and kept up to date.
- 17 Undertake day to day maintenance and cleaning duties related to buildings, contents, outside areas, equipment, plant, etc. ensuring all areas are free from undue hazards, clean, tidy and well kept. Report any defects, faulty equipment, etc. which require immediate or longer-term attention.
- 18 Wear correct personal protective equipment as appropriate and ensure working environments are safe and without undue hazards.
- 19 To support the Operations Manager and, where relevant, the coached programme co-ordinators with the successful delivery and management of our coached programme in venue.
- 20 Assist the facility management team with procurement/purchasing of equipment e.g. source equipment, competitive quotes ensuring compliance with Company procurement procedure and process and adherence with approved and allocated budget.

Attend to any other reasonable non-routine tasks.

Methods of Working Expectations

- 21 The post holder will be expected to:
- 22 Adopt a participative and collaborative style of working, underpinned by strong interpersonal skills that ensure effective teamwork with partner's stakeholders and colleagues.
- 23 Be expected to exhibit the highest standards of professional behavior, creating effective working relationships with the voluntary sector based on mutual trust and respect.
- 24 Use appropriate management information systems, maintain confidentiality and observe data protection guidelines.
- 25 Work with information technology and associated systems, and where appropriate, existing technological arrangements and consultative procedures will be applied in accordance with Company policies.
- 26 Undertake appropriate training associated with the duties of the post.

General Conditions

- 27 The full-time working week is 37 hours. A flexible approach to working is required [time off in lieu (T.O.I.L) system is in operation].
- 28 Your hours of work may be carried out in line with a shift pattern in operation for the establishment to which you are allocated and may include early morning, evening, night and weekend work. The details of the shift rota and your working pattern will be supplied to you by the Manager of your establishment.

- 29 A car mileage user allowance is payable [if using your vehicle for work purposes you must have insurance for business use].
- 30 The Company operates a no-smoking policy.
- 31 The job description is a representative document. The duties of the post can be varied provided they remain commensurate with the level of responsibility.

Prepared/Updated by	David Brown – Assistant Group Operations Manager	October 2025
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