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| <b>Index</b>      | <b>112/AM/CLOM</b>                  |
| <b>Post Title</b> | <b>Assistant Manager</b>            |
| <b>Division</b>   | <b>Community Leisure Operations</b> |
| <b>Section</b>    | <b>Leisure Venues</b>               |
| <b>Location</b>   | <b>Citywide</b>                     |

\* Candidate's suitability will be measured by assessment in the following ways:

**A** – Application: **I** – Interview: **R** – References: **X** - Interview Exercise(s)

|                             |  | Essential | Desirable | Assessment |
|-----------------------------|--|-----------|-----------|------------|
| <b>Experience</b>           |  |           |           |            |
| 1                           | Experience in the operation or supervision in a sport and leisure environment.   | X         |           | A I        |
| 2                           | Demonstrable knowledge of Health & Safety working practices.   | X         |           | A I        |
| 3                           | Experience of managing physical resources – premises, materials, plant and equipment.  | X         |           | A I        |
| 4                           | Management experience.   |           | X         | A I        |
| 5                           | Experience of working in a customer-oriented environment.  |           | X         | A I        |
| <b>Knowledge</b>            |  |           |           |            |
| 6                           | Knowledgeable in the supervisory requirements of multi-activity leisure centres, including pool, health and fitness and club sport use.    | X         |           | A I        |
| 7                           | Understanding of the staff and customer needs within high footfall public leisure facilities, particularly surrounding Health and Safety.  | X         |           | A I        |
| 8                           | Working knowledge of the benefits of delivering high levels of customer service and facility presentation standards.                       | X         |           | A I        |
| 9                           | Understanding of the challenges associated with managing staff, from contracted, casual and self-employed instructors.                     |           | X         | A I        |
| 10                          | Practical knowledge of business support functions and how they can support the operation of leisure venues.                                |           | X         | A I        |
| <b>Skills and Abilities</b> |  |           |           |            |
| 11                          | Good communication skills, presentation, oral and written and organisational interpersonal skills  |           | X         | I R        |
| 12                          | Sound financial management skills  |           | X         | A I        |
| 13                          | Able to work with others co-operatively [both internally and externally] in order to achieve better services and customer focused outcomes | X         |           | A I        |
| 14                          | Ability to provide effective leadership and are committed to effective employee communication and engagement.                              |           | X         | A I        |
| 15                          | Able to ensure that performance objectives and standards are achieved.   | X         |           | A I        |

|                                    |  |   |   |     |
|------------------------------------|--|---|---|-----|
| 16                                 | Able to make the best use of resources, including employees, ICT and financial resources, whilst striking a balance between cost, quality and price. | X |   | I   |
| 17                                 | Able to delegate decision making responsibility and demonstrate trust where appropriate  | X |   | I   |
| 18                                 | Confidence to behave in a consistent and reliable manner whilst ensuring that everyone is treated fairly and with respect.                           | X |   | I   |
| 19                                 | Able to work under own initiative, balance diary commitments with reactive pressures of the business, and be organised to achieve deadlines.         |   | X | I R |
| 20                                 | ICT literate, particularly with VC software (e.g. Skype), Leisure Management Information Systems, and Microsoft Office                               |   | X | I R |
| <b>Attributes</b>                  |  |   |   |     |
| 21                                 | Enthusiastic with a positive (can-do) attitude.  | X |   | I R |
| 22                                 | Possess confidence in dealing with colleagues at all levels of the organisation.   |   | X | I R |
| 23                                 | Adaptable in terms working patterns, subject matter and priorities.  |   | X | I   |
| 24                                 | Able to work as part of a team.  | X |   | I R |
| 25                                 | Effective communicator with customers, staff and peer groups.  | X |   | I R |
| 26                                 | Genuine interest in the industry, and an ongoing motivation to stay informed of industry best practices  | X |   | A I |
| <b>Qualifications and Training</b> |  |   |   |     |
| 27                                 | Ongoing CPD  |   | X | A I |
| 28                                 | Willingness to undertake training/accreditation required for job role  |   | X | I   |
| <b>Other</b>                       |  |   |   |     |
| 29                                 | Flexibility to work evening and weekend cover to fit the needs of the business.  | X |   | A   |

|                            |  |               |
|----------------------------|--|---------------|
| <b>Prepared/Updated by</b> | Director of Community Leisure Operations             | February 2022 |
| <b>Approved by</b>         | Head of Human Resources & Organisational Development | February 2022 |
| <b>Status</b>              | Issued   | February 2022 |