

Job description

Job title:	Leisure Centre Manager
Responsible to:	Head of Procurement
Responsible for:	Leisure Centre Staff
Location:	Lift Rawlett, Comberford Road, Tamworth, Staffordshire, B79 9AA
Hours of work:	30-37 hours per week (TBC), 52 weeks
Salary:	Grade 7: SCP 12-17 (£28,598 - £31,022 FTE)

Overview of the role:

To lead the day-to-day operations and strategic development of Lift Rawlett Leisure Centre, ensuring its smooth running during public hours. The role involves delivering an excellent customer experience, maintaining high operational standards, and ensuring the centre operates profitably. The Leisure Centre Manager will report to the Head of Procurement, whilst working closely with the school to align the leisure centre's operations with the school's broader goals.

This role contributes to the Lift Schools' mission that **every** child receives an **excellent** education, in **every** classroom, **every** day.

Responsibilities:

Strategic Leadership

- Develop and implement a strategic vision for the leisure centre that aligns with the school's community engagement goals.
- Create and execute marketing strategies to promote the leisure centre within the local community and increase bookings.
- Monitor and report on the financial performance of the leisure centre, preparing realistic annual budgets and identifying opportunities for revenue growth.
- Ensure the leisure centre operates profitably by managing costs, pricing services competitively, and driving revenue from bookings and programmes.
- Research and pursue grant or funding opportunities to improve and expand facilities.

Operational Management

- Oversee the daily operations of the leisure centre, ensuring all facilities are clean, safe, and ready for use by the public.
- Develop and regularly review operational policies and procedures, including health and safety protocols and emergency response plans.
- Maintain high standards of cleanliness and functionality across the centre, conducting regular inspections.
- Manage the scheduling and effective use of the facilities to meet customer and school requirements.

Team Management

- Recruit, train, and line manage part-time and casual staff, including leisure assistants and coaches.
- Develop staff rotas to ensure adequate coverage during operating hours.
- Provide ongoing coaching and professional development for team members to maintain high standards of service.

Community and Customer Engagement

- Build and maintain positive relationships with local sports groups, community organisations, and individual customers.
- Represent the leisure centre at community events and forums to enhance its profile and build partnerships.
- Address customer feedback, resolving any issues promptly and professionally.
- Develop and promote community sports and recreational programmes to maximise engagement.

Financial and Administrative Responsibilities

- Ensure all financial policies and procedures are followed, including the accurate handling of bookings and payments.
- Manage the centre's booking system, maintaining accurate records of usage and financial transactions.
- Work with the Head of Procurement, and Finance Team to ensure financial targets are met and resources are effectively allocated.
- Prepare regular reports on financial performance, facility usage, and operational issues.
- Evaluate pricing structures to remain competitive while meeting financial targets.

Health, Safety, and Compliance

- Ensure that all activities and operations comply with health and safety legislation and the school's safeguarding policies.
- Act as the primary contact for any emergencies during operating hours, ensuring swift and effective responses.
- Conduct regular risk assessments and ensure appropriate training for staff in first aid, fire safety, and other key areas.

Other clauses:

1. The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment. The postholder is expected to work to the best of their ability, to be diligent, honest and ethical in the performance of duties, and to conduct personal and professional life to the highest standard such that public confidence in their integrity is sustained.
2. This job description does not form part of the contract of employment and is not a comprehensive definition of the post. The duties of this post may vary from time to time according to the needs of the school/Trust following consultation with the job holder. It will be reviewed periodically.
3. The postholder is expected to participate and engage with workplace learning and development opportunities to continually improve their own performance.
4. The postholder may deal with sensitive material and should maintain confidentiality in all school related matters as set out in their statement of terms and condition of employment.
5. Information about how and why we collect your data can be found in the "Lift Schools Privacy Notice for Staff" which you are required to comply with.
6. You are expected to take reasonable care of your own health and safety and to be mindful of the safety of others, to cooperate with instructions, to minimise and mitigate potential hazards and risks to others, and to appropriately report hazards, illnesses, or injuries in accordance with our Health & Safety Policy.
7. The postholder will be required to adopt flexible working patterns to ensure that the centre is operational at all required times.

Safeguarding:

At Lift Schools we are committed to ensuring the highest levels of safeguarding and promoting the welfare of our students, and we expect all our colleagues and volunteers to share this commitment. We adopt a strong, fair, and consistent recruitment process which is in line with Keeping Children Safe in Education guidance. This includes

online checks for shortlisted candidates. All offers of employment are subject to an Enhanced DBS check, references, and where applicable, a prohibition from teaching check, and you are required to complete them and advise us immediately should you subsequently be convicted of an offence.

Equality, equity, diversity and inclusion:

At Lift Schools, we want all of our colleagues to feel included bringing their passion, creativity, and individuality to work. We value all cultures, backgrounds, and experiences, and we truly believe that diversity drives innovation.

Person specification

Qualifications and experience

Essential

- L2 qualifications - GCSE Maths and English (Grade 4) or equivalent.
- Experience in leisure centre or facilities management, ideally in a customer-facing role
- Knowledge of health and safety best practices within a leisure environment
- Proven track record in financial management and budget planning

Desirable

- L3 qualifications - A levels or equivalent.
- L6 qualifications - bachelor's degree or equivalent in Business Management or Sports Leisure Management.
- L7 qualifications - master's degree or equivalent.

Knowledge and skills

Essential

- Excellent communication and interpersonal abilities
- Working knowledge of health and safety best practice and legislation in leisure activities
- Experience in leisure centre management as a duty manager
- Strong organisational skills with attention to detail
- Proficiency in using booking systems and basic IT applications (e.g., Google Suite)
- Ability to build effective relationships with diverse stakeholders

Desirable

- Strong leadership and team management skills

Personal attributes and behaviours

Essential

- Customer-focused mindset with a commitment to delivering high-quality service.
- Proactive, solution-oriented, and able to work under pressure.
- Flexibility to adapt working hours to meet the needs of the centre.

Desirable

- Can reflect thoughtfully and critically on the Project H mindsets, and identify their own strengths and areas for development in these areas. The Project H mindsets are:
 - Share ideas early, often, and honestly
 - Embrace constructive disagreement

- Commitment to the values of inclusion, equality, and community engagement.

- Value ideas, not ego
- Be curious and open to new ideas
- Focus on facts and reason

Special requirements

- Successful candidates will be subject to an enhanced Disclosure and Barring Service Check.
- Right to work in the UK.
- Evidence of a commitment to promoting the welfare and safeguarding of children and young people.
- Show commitment and a forward-thinking approach to drive forward equality, equity, diversity, and inclusion and to own personal development along with a positive attitude towards legislative developments and the provision of equitable services.