Post Title: Assistant Manager

Grade: GLPC-G

# Job Purpose

To promote the Council’s vision, values, aims, objectives, and priorities actively and effectively, putting our citizens first through the delivery of best value services.

Act as an Assistant Manager within Sport and Leisure Services to improve the performance and delivery of leisure provision across the City. Be responsible for the leadership and management of colleagues to drive performance of the team and facilities delivering safe, efficient and effective facilities under the direct control of the Assistant Manager.

# Individual Leadership Expectations

As an Officer of the Council, you will be expected to demonstrate our core behaviours,

linked to the following four themes:

* **Individual Leadership**: by putting our citizens and customers first, delivering against your objectives, helping to set direction, and putting forward ideas for improvements.
* **Equality Diversity & Inclusion**: by ensuring we consider the needs of all NCC citizens in our work, show respect for others, upholding and adhering to the Council’s Code of Conduct.
* **Change & Innovation**: by being creative, delivering change when needed, sharing problems, and helping to bring forward suggestions for improvements.
* **Collaboration**: by working well with others, identifying the needs of colleagues and others to deliver great services and by being a good communicator who works well with a range of audiences.

# Specific Duties

1. Actively promote and embed Equality, Diversity, and Inclusion through all actions and in accordance with the organisation’s EDI strategy and objectives.
2. Contribute to our corporate responsibility in relation to climate change by taking action and limiting the carbon impact of activities within your role and championing this work.
3. Ensure safe efficient and effective operation of the facilities whilst also having overall management and leadership of a service delivery area within the facility.
4. To be responsible for all members of staff under their control. Including maintaining adequate staffing levels managing sickness and absence levels, ensuring high standards of service and care are delivered managing poor performance as required. Managing recruitment and selection, grievance and disciplinary issues in line with Council Policy.
5. Taking responsibility for the mentoring and development of staff responsible for. Ensuring staff are aware of all training requirements for role and monitoring these requirements to ensure that qualifications are maintained and required training completed.
6. Providing visible leadership to all staff, ensuring they are motivated and operate at high levels of both performance and efficiency. Ensure that staff are aware of policies, practices and procedures through regular and effective communication processes and training.
7. To ensure management of health and safety within the facility at all times. Ensuring that all organisational, statutory and non-statutory requirements are met at all times. Ensuring the successful delivery of all quality standards.
8. Ensure the highest possible standards of customer care and service delivery are achieved through setting standards with effective review and monitoring systems in place. Able to take appropriate action when required to rectify and adverse trends identified.
9. Responsible for facility performance to ensure facility and service business plans are met in terms of budgets, attendances and service delivery. Undertake minor project work relating to the development of the facility. Writing and presenting reports to develop and improve the service provided.
10. Attend meetings and chair meetings both internally and externally as required.
11. Maintain and hold all qualifications required as mandatory for the role specifically, National Pool Lifeguard, Pool Plant Operator certificate and 1st Aid certificate.
12. Act as an Assistant Manager in a shift system providing cover as required, act as key holder and be available for emergency call out as required.

**Numbers and grades of any staff supervised by the post holder:**

The post holder will have responsibility for up to 30 members of staff Band B- E who provide core services within Leisure facilities across the City.

Supervisor

Centre Attendant / Lifeguard

Active Nottingham Host

Instructors and Coaches

Cleaners

Cleaner Attendant

All staff are expected to abide by the obligations set out in the Information Security Policy, IT Acceptable Use Policy and Code of Conduct in order to uphold Nottingham City Council standards in relation to the creation, management, storage and transmission of information. Information must be treated in confidence and only be used for the purposes for which it has been gathered and should not be shared except where authorised to do so. It must not be used for personal gain or benefit, nor should it be passed on to third parties who might use it in such a way All staff are expected to uphold the City Council obligations in relation to current legislation including the Data Protection Act and Freedom of Information Act.

**This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer, the responsibility level of any other duties should not exceed those outlined above.**

**Produced by Andrew Miller – General Manager**

**Date 16.4.23**

|  |
| --- |
| **Job title:** |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| AREA OF RESPONSIBILITY | **REQUIREMENT** | | MEASUREMENT | | | |
| A | | **AC** | D |
| **Individual Leadership** | Takes personal accountability for own development. | |  | | **🗸** |  |
| Drive and motivation, ability to deliver against challenging objectives. | | 🗸 | | **🗸** |  |
| **Change and Innovation** | Confidence and ability to put forward ideas for change. | |  | | **🗸** |  |
| Ability to be creative, to be able to identify problems and work to create solutions. | | 🗸 | | **🗸** |  |
| **Collaboration** | Evidence of working successfully in partnership across different sectors, building and maintaining good working relationships. | |  | | **🗸** |  |
| Evidence of actively working with others to improve collaboration internally and externally. | | 🗸 | | **🗸** |  |
| **Equality, Diversity, and Inclusion** | An understanding of why it’s important to consider equality, diversity, and inclusion in all that we do. | | 🗸 | | **🗸** |  |
| Demonstrating personal commitment to the equality, diversity and inclusion challenges faced by our workforce and Nottingham’s people. | |  | | **🗸** |  |
| **Technical Skills and Knowledge** | Experience of the management of Leisure Facilities | | 🗸 | | **🗸** |  |
| Ability to contribute positively to a team and improve performance of individuals, team and facility. | |  | |  |  |
| Experience of managing and leading a diverse team to include performance management | |  | | **🗸** |  |
| Ability to develop products and activities, research proposals, write reports and implement findings | |  | | **🗸** |  |
| Ability of dealing with a wide range of customers and users with an ability to deal with difficult situations | |  | | **🗸** |  |
| Experience of management of sickness and staff welfare | |  | | **🗸** |  |
| Ability to work accurately with numbers including the preparation of financial details and the use of IT systems and packages | |  | | **🗸** |  |
| Ability to build and develop good working relationships with partners and a wide range of people and organisations | |  | | **🗸** |  |
| Ability to set and implement high standards for teams and individuals being able to motivate to operate at a high level | |  | | **🗸** |  |
| Ability to deliver and monitor staff training | |  | | **🗸** |  |
| **Qualification requirement** | Current 1st Aid Certificate  Current National Pool Lifeguard Qualification  Current RLSS Pool Plant Operators Certificate or ability to obtain within 12 weeks | | 🗸 | | **🗸** | 🗸 |
| **A - Application** | **AC – Assessment Centre** | **D – Documentary** | |

****